



LAUTOKA CITY COUNCIL

ROLE DESCRIPTION

ROLE TITLE: Head of Services

CORPORATE INFORMATION

1. Position Level: Executive

2. Remuneration: MGR2/Higher Salaries Commission.

This is a contractual position with an initial period of three (3) years.

3. Duty Station: Civic Centre Building, 169 Vitogo Parade, Lautoka.

4. Reporting Responsibilities;

a) **Reports To:** Directly reports to the Chief Executive Officer

b) **Liases with:** The Chief Executive Officer and all other Department Heads and Sub-Heads, Enforcement, Stakeholders, other agencies, NGO's

c) **Subordinates:** Market Manager, Manager Parks and Gardens, Manager Health Services, Senior Health Inspector, Waste Management Supervisor, Environment Resilience Officer and Secretary.

d) **External Relationships:** Special Administrators, Government Ministries and Permanent Secretaries, Heads of Departments and Statutory Bodies such as Ministry of Health, Central Board of Health, Ministry of Local Government, Ministry of Agriculture, Department of Environment, Vector Control Unit, Water Authority of Fiji (Sewerage Treatment Plant), Architects, Engineers, Consultants, SPCA, Fiji School of Medicine, University of the South Pacific, Fiji National University, Council Contractors, Other Municipal Councils, Rural Local Authority, Western Division Liquor Tribunal, Hotels Licensing Board, Ministry of Works & Energy, Non-Governmental Organizations(NGOs), Corporate Companies, Food Services Industry Proprietors, Rate Payers, Property Owners and Residents.

ROLE PURPOSE

The Head of Services will directly oversee and direct the delivery of Council services including:

- Waste Management and City Cleaning Services
- Municipal Markets
- Health, Sanitary and Environment
- Parks and Gardens
- Public Conveniences

KEY RESPONSIBILITIES

1. **Delivery of Council Core Services:**

Plan, oversee and direct the delivery, management and operation of the following Council services:

- a. Waste Management and City Cleaning Services
 - b. Municipal Markets Management and Operations
 - c. Health, Sanitary and Food Regulatory Compliance and Services.
 - d. Parks and Gardens Management and services.
 - e. Public Conveniences.
2. Oversee the formulation of policies and strategies to strengthen and enhance the standard and quality of service delivery to the ratepayers, residents and the general public.
 3. Ensure level and standard of service delivery is maintained and reviewed to meet new challenges.
 4. To ensure occupational health and safety provisions are compliant in terms of work sites and personal protective equipment.
 5. Ensure customer complaints are addressed promptly and satisfactorily to meet the expected outcomes.
 6. Ensure essential services continue to be delivered in case of Union's Industrial dispute with Council, such as garbage collection, gully emptier services and municipal cleaning services of public conveniences, streets and amenities including food safety, general hygiene and environmental sanitation.
 7. Prepare and submit project proposals to donor agencies for funding of projects in terms of providing professional personnel and required plant, vehicle and equipment such as shredder machines, garbage compactor trucks, etc.
 8. Conduct meetings with Council Maintenance Contractors on performances in regards to grass cutting works, street cleaning, etc to improve the service delivery.
 9. Ensure our Contractors maintain valid insurance cover for Workmen's Compensation and public liability to safeguard Council interest.
 10. Ensure that, in accordance with the Finance Manual and Tender Process (SOP):
 - a. tender documents are prepared, scrutinized and approved before calling tenders.
 - b. tender reports are properly evaluated in compliance with procedures and best practice.
 - c. proper agreements are drawn up for Contractors whereby Councils interest is protected in case of disputes and liability issues.
 11. Ensure:
 - a. efficient operation of the Operations section which includes the Main Market, Satellite and Mini-Markets, Sports Facilities available for hire, Olympic Swimming Pool and all other properties of the Council.
 - b. Ensure efficient management of main Market, and various Satellite/Mini-Market around Lautoka.
 - c. Ensure cleanliness of the Lautoka Market area and all other Council owned and operated public conveniences.
 12. Ensure efficient collection of revenue from use of Council facilities and services which includes Markets, Handicraft Centre and all other revenue centers under the responsibility of the Services Department.
 13. Implement effective debt collection system.
 14. Tourism Promotion:
 - a. Effectively contribute to create tourist attraction and encourage providing sporting facilities, conference facilities, accommodation, and cultural activities.
 - b. Encourage and facilitate establishment of tourist attractions. i.e. Shirley Park, Botanical Gardens, Foreshore/Marine Drive, Harbour Cruise and City Tour, etc.
 - c. Ensure city is clean, safe through liaison with stakeholders.
 - d. Raise concern with relevant authorities wherever required.

- e. Actively involve in Tourism Task Force Committees, such as:
 - i. Destination Lautoka Committee
 - ii. Cruise Vessels Task Force Committee.
- 15. Attending Council, Departmental and Committee meetings when held. Prepare and present departmental reports and recommendations for consideration and approval as and when required.
- 16. Oversee the receiving of complaints from ratepayers and ensure all complaints received are attended to.
- 17. Ensure that Council is properly advised on current and future facilities/services that may be required to provide by analyzing and assessing the need of ratepayers and citizens and bringing forward recommendations and long term plans.
- 18. To undertake such other works as necessary to assist the CEO in the general management of the Services Department and the Council as a whole.

Department Leadership and Management

- Prepare, negotiate, monitor and report on operational work plans for the Department.
- Prepare, negotiate, monitor and report on budgets for the Department.
- Measure, monitor, evaluate and improve operational performance within the Department.
- Report to the Chief Executive Officer on overall Department performance and contributions to the achievement of functional objectives.
- Establish performance agreements for direct reports and ensure that these exist for all Department employees.
- Undertake performance management for direct reports and ensure performance appraisal processes are carried out for all Department employees, in accordance with the Council's practices and policies.
- Maintain and develop the capacity of the Department, particularly the level of skills, knowledge and experience required for the Department to meet its responsibilities and identify appropriate training and development programs to improve and boost Department capacity in achieving its functional goals.

Overall Council Management

- Contribute to the development and communication of the Councils long term strategies and objectives and help monitor their achievement.
- Participate in collective advice and decision making on the Council's operational plans and resource allocations.
- Contribute to change initiatives and programmes and support their implementation.
- Ensure compliance with the requirements of all legal, statutory and organisational policies and controls.
- Developing suitable strategies for improved services for the Council, investment management, providing necessary guidance to the CEO, and Board of Special Administrators, in the areas of budgeting, risk management, health (sanitary and food), waste management, parks and gardens, markets and landfill operations and management.
- Deputize for the Chief Executive Officer in appropriate circumstances, as and when required.

WORKING CONDITIONS/PHYSICAL EFFORT

- May be required to work under inclement weather conditions.
- Due to nature of municipal council service delivery which is classified as essential service, it is a requirement to render service on a 24-hour basis where required and where necessary.
- May be required to carry out inspections where foul odour is emanating from sewerage and offensive trade.
- May have risk of exposure to disease organisms and chemical pollutants.

- To be available on call 24/7.

KEY PERFORMANCE INDICATORS

Performance will be gauged through the following indicators:

1. Timely completion of monthly & yearly departmental reports and yearly audits.
2. Optimising turnover time for processing of applications pertaining to the department.
3. Problem Solving and complaints handling.
4. Satisfying customers changing demands.
5. Facilitating demands for socio-economic development for the People's Charter.
6. Quick assessment of the effects of changing circumstances
7. Developing coping strategies that influence the positive contributions of various Sections
8. Spotting conflicts early on and resolving them to the satisfaction of all involved parties.
9. The ability to quickly and independently process ideas and implement changes.
10. Transparency and accountability
11. Internal Budget Control whilst not compromising standards.

PERSON SPECIFICATION

Works activities are unpredictable. The position is a highly complex one involving a lot of problems. Requires a lot initiative and innovative abilities.

Essential Qualification: Bachelor in Environmental Health, Business Management, Law or similar field.

Desirable Attributes:

- Training Skills in Waste Management and Food Safety.
- Skills in Project Management.
- Preparation and control of Department Budget.
- Customer Service Management.
- Management of Maintenance Contract Service Delivery.
- Environment Management skills.
- Skills in maintaining a clean and healthy City.

In addition to *an appropriate qualification* the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

Knowledge and Experience

1. At least 10 years' experience in Health & Environment field or operations management and 5 years' experience as manager.
2. Knowledge and experience of laws relating to Public Health Act, Food Safety Act, National Building Code, Litter Act, Environment Management Act, OHS Act, Local Government Act and related By- Laws such as Garbage Disposal By-Laws, Keeping of animals By-Laws, Hairdressers and Chiropodist By-Laws, Noise Prevention By-Laws, etc.
3. Knowledge and experience of solid and liquid waste management.
4. Knowledge and experience of maintenance contract service delivery.
5. Knowledge and experience on food safety aspects.

6. Knowledge and experience on abatement of public health nuisances.
7. Knowledge and experience on cleansing of public facilities such as markets and public convenience.
8. Knowledge and experience of resource management in terms of manpower, vehicle, plant and machinery.
9. Administrative knowledge and experience.
10. Excellent verbal, analytical, organizational and written skills.
11. Ability to work independently with limited supervision and promote a team environment with relevant stakeholders.

Skills and Abilities

1. High professional ethics and integrity
2. Good business acumen and interrelation skills.
3. Have good oral and written communication skills
4. Ability to work under pressure and deliver within timeframe
5. Ability to handle difficult situations to achieve positive outcomes
6. General understanding of project financing and contracts.

Personal Character

All applicants for employment in Lautoka City Council must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under the age of 55 years, in sound health, and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.