



Position Description – Road Maintenance Surveillance Officer

Position:	Road Maintenance Surveillance Officer
Band:	5
Position Number:	TBC
Business Unit:	Infrastructure Assets and Recreation
Directorate:	Community Infrastructure
Name of Occupant:	Vacant
Date Approved:	4 December 2020
Approved By:	Manager Infrastructure Assets and Recreation

Position Objective

To ensure programmed and reactive road maintenance activities undertaken by various contractors on Council's road network meet the specified standards through the provision of ongoing surveillance and auditing.

Key Responsibility Areas

The following are the key responsibility areas for the position:

- Undertake regular surveillance of maintenance activities to ensure the contract and statutory obligations and network outcomes are being achieved.
- Carry out regular formalised audits to record the level of compliance by the road maintenance contractor and civil works panel contractors working on the road network.
- Maintain surveillance and audit records and prepare regular compliance and performance reports.
- Participate actively in process and performance improvement activities with Council staff and contractors with the objective of improving network outcomes.
- Assist in the collection of the various asset data for various road related infrastructure such as culverts, guardrail, line marking signage etc and assist in the development of new strategic maintenance programs.
- Where required, assist in the necessary impact assessment of Council's road and road related assets following storm events to determine the necessary emergency and reconstruction works required and ensure suitable evidence and documentation is collected to support and Natural Disaster Claims.
- Undertake stakeholder consultation in collaboration with your supervisor throughout all stages of projects to ensure best possible network outcomes (including liaison with external service authorities, government departments, private consultants and the public).
- Attend to correspondence and customer requests where required.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Organisational Relationships

Reports to:	Road Contract Engineer
Supervises:	N/A
Internal Liaisons:	Council staff
External Liaisons:	Contractors, Consultants, the general public, Councillors, Utilities and Authorities.

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

Qualifications and Experience

The qualifications and experience required for the position include:

- A degree in Civil Engineering which is eligible for membership of Institute of Engineers (Australia) or relevant Engineering Diploma, or extensive road maintenance or civil construction experience.
- Experience in customer service.
- A current Victorian Driver's Licence.

Key Selection Criteria

- Qualifications and experience as outlined above.
- Understanding of contract management.
- Understanding of civil engineering construction and maintenance techniques. Preferably related to roads.
- Demonstrated experience in the supervision or surveillance or audit of civil works including process and performance improvement.
- Demonstrated customer service experience.
- Sound verbal and written communication and interpersonal skills.
- Sound computer skills using MS Office and other relevant applications.
- Demonstrated ability to work in a team.

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Supervise resources and contractors, offer support and provide advice to clients, members of the public and colleagues.
- Accountable for ensuring that regular formalised surveillance, audits and compliance are carried out and recorded by the road maintenance and civil works panel contractors working on the road network, in consultation with Road Contract Engineer and senior team members.
- Accountable for ensuring timely delivery, quality, effectiveness and appropriate engineering standards of programs, projects or work plans under their supervision as defined by Road Contract Engineer; and reporting road-related matters that may impact public safety to senior team members.
- Accountable for the quality and effectiveness of the surveillance and audit work plans under their supervision, as well as reporting and escalating road-related matters that may impact on public safety to Road Contract Engineer and senior team members.
- Making decisions and taking appropriate action during surveillance of contractors, as defined by Road Contract Engineer and subject to appeal or review by more senior employees.
- Prepare comprehensive work-related records relating to compliance, surveillance and audits of the road maintenance contractor and civil works panel contractors working on the road network.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- Making decisions based on sound engineering, procedural practices and technical knowledge
- The ability to select and apply method, technology, process or use of equipment where required from a range of available options.
- Ability to solve technical problems, using procedures, guidelines and creativity while applying professional or technical knowledge, or knowledge acquired through relevant experience with assistance available from senior team members.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- A sound knowledge of maintenance and construction techniques.
- A sound knowledge of surveillance and audit procedures and methods.
- Ability to analyse maintenance problems, research available options and recommend appropriate actions.
- Ability to analyse process and performance failures or weaknesses and recommend appropriate actions.
- Awareness of the various Acts, Regulations, Standards and Codes of Practice that affect Council and infrastructure works that come under Council jurisdiction.
- Knowledge of the principles and techniques of estimating Council works.
- Have a sound knowledge of Microsoft Office suite of software, especially Word, Excel and Outlook.

Management Skills

The required management skills include:

- Plan and organise own work and set priorities in consultation with Road Contract Engineer and senior team members
- Understanding and ability to implement organisational practices, including, Occupational Health and Safety.
- Meet goals and objectives within a given time frames and budgets as prescribed by Road Contract Engineer and team
- Keep abreast and adapt to new tasks and new technology quickly and efficiently.
- Work as part of a team.

Interpersonal Skills

- Foster good relationships with internal and external customers through verbal and written communication and present ideas in an organised manner.
 - The ability to:
 - Gain co-operation and assistance from other staff and people with whom the position interacts;
 - Discuss and resolve problems within scope of role in consultation with Road Contract Engineer;
 - Effectively negotiate with contractors for positive outcomes alongside team
 - Make positive contributions to team and network outcomes.
 - Prepare external correspondence including letters and emails.
 - Implement innovative community engagement practises to support key stakeholder management.
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ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date