

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	Technical Support Team Leader	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	6422	Classification Level:	6
Employment Location:	East Bundaberg	Position Status:	Full-time
Department:	Infrastructure	Document Last Reviewed:	17/11/2020
Branch:	Water Services	Job Dictionary:	
Accountable To:	Manager Process & Asset Management This position also has a functional working relationship with Water Services Team Leaders and Operators, other sectional Managers and Technical Officers across multi-disciplinary teams.		
Aim of Position:	The aim of this position is to lead the Technical Support Services team within the Water Services Branch in the delivery of technical advice and investigations to maximise asset performance of in-service assets and non-routine support to the Service Delivery team.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

- To play a key role in development, implementation of best practice by overseeing continuous improvement of mechanical & electrical assets to maximise and extend asset life.
- Participate in the development, implementation and review of Water Services Business Continuous Improvement Plan and related policy and procedure development and implementation (e.g. risk quality, safety, and training).
- Contribute and facilitate provision of technical advice and research on current technical solutions and innovations as well as additional strategic value adding capabilities; consistently delivering on business KPIs.

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- Monitor SCADA, Work Management Systems (WMSs) and other operating management software as required.
- Manage annual planning, reporting and implementation of multi-disciplinary asset management advice.
- Co-ordinate investigations and implementation of scheduling in consultation with the maintenance scheduling team and the service delivery team.
- Coordinate development of Technical and Operational documentation for Water Services including mechanical and electrical specifications, investigations of asset failures and performance optimisation studies.
- Support non-routine maintenance with the Treatment team Water Services water and wastewater pump stations and treatment facilities.
- Lead SCADA management across the Water Services assets.
- It is expected that the incumbent undertake other reasonable duties and tasks requested by Management within the incumbent's capabilities, including additional duties as required during periods of absence of other staff.

Position Requirements - Qualifications and Experience:

Mandatory:

- Trade Certificate.
- Working knowledge of the Local Government Act, the Work Health and Safety Act, Regulations, Advisory Standards and Codes of Practice, the Electricity Act, the Electrical Safety Act, the Water Act and the Environmental Protection Act.
- Working knowledge of the principles of water and wastewater pumping and treatment.
- Proven success in leading teams, including delegation and people management, with a proven track record of safety management & a strong awareness of and commitment to a safe working culture.
- Minimum 3 years' experience in team management.
- Excellent communication skills with the ability to develop & maintain strong working relationships with key stakeholders
- Possession of a current Class 'C' Drivers Licence is essential.

Desired:

- Degree / Diploma in engineering
- Diploma in Leadership

Organisational Capabilities – Team Leader/Supervisor (Leading Others):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships (mandatory)	Building relationships with teams and stakeholders: <ol style="list-style-type: none"> 1. Inspires and connects with the values, beliefs and interests of others 2. Effectively manages consultative processes in a group or forum 3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies
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	4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation
Customer Focus (mandatory)	Understands customer perspectives and works across boundaries: 1. Actively works to understand customers and stakeholders 2. Encourages a strong customer focus and builds understanding of customer perspectives within their team 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	Champions and models safe, professional and ethical behaviour: 1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance 2. Models ethical behaviour and consistently applies those ethical standards to self and others 3. Is consistent in words and actions 4. Is viewed as trustworthy, honourable and truthful, and respectful of the views of others 5. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements (mandatory)	Applies business management skill: 1. Applies sound business management skills in corporate governance areas, such as financial, contract and project management
Cross-Organisational Thinking	Understands how their team's work aligns to Council's objectives: 1. Conveys the vision for their area in a compelling way 2. Able to describe their work, and the work of their team, contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing work
Leading People	Inspires individual and team commitment to achieve results: 1. Motivates individuals and creates a climate in which people want to do their best 2. Regularly reviews performance and holds timely and frank discussions with all team members 3. Provides regular feedback and recognises team member contributions 4. Gives people the balance of autonomy and support they need to achieve outcomes 5. Builds a cohesive and supportive team environment
Developing People with a One Team Focus	Builds team capability: 1. Takes responsibility for team development 2. Uses development plans to address skills/knowledge gaps or to strengthen current capability 3. Identifies a broad range of development opportunities for team members 4. Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues
Driving People's Performance	Manages team performance: 1. Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks 2. Organises the team to deliver the required program of work 3. Provides clear and accurate reporting of progress and performance
Managing Stakeholders	Manages internal and external relationships: 1. Written and verbal communication is clear and concise

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	<ol style="list-style-type: none"> Models open communication by actively and attentively listening to others Seeks to understand the audience and adapt accordingly Builds networks with peers and works collaboratively with others Reads situations quickly and sees conflicts as opportunities Can settle disputes equitably by finding common ground and gaining cooperation
Decision Making	Displays rigour in advice: <ol style="list-style-type: none"> Provides advice that is rigorously considered and supported by a clear rationale Looks beyond the obvious and persists with analysis and solutions Makes timely decisions
Making Improvements	Drives continuous improvement: <ol style="list-style-type: none"> Encourages creativity and innovation Identifies and implements improved ways of doing things
Progressing Change	Champions and implements change: <ol style="list-style-type: none"> Communicates the positive side of change for the team and organisation Assists the team to adapt to a changing environment Influences others

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
1. Workplace Health and Safety	<ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
2. Culture	<ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
3. Information Services and Technology	<ul style="list-style-type: none"> Protect and manage Council's information assets in accordance with legislative, policy and process requirements. Use Council's technology appropriately and with respect.
4. Disaster Management	<ul style="list-style-type: none"> Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
5. Customer Service	<ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
6. Financial Accountability and Governance	<ul style="list-style-type: none"> Models compliance with Council's procurement Policy. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register. Legislative Sub-Delegations and authorisations may also be applicable.

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7. Corporate record-keeping	<ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record-keeping requirements.
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Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
Tetanus	<ul style="list-style-type: none"> Staff in job roles which have regular contact with manured soil, work outdoors or work with wood.
Twinrix (Hepatitis A and B)	<ul style="list-style-type: none"> For staff who are at risk of a needle-stick injury, have regular contact with human tissue, blood or body fluids and / or for staff who work with rural and remote Indigenous communities, child care, carers of people with disabilities, healthcare workers, plumbers or sewage workers.

Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

Signature of Employee	
Print Name	
Date	/ /

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