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| **Title** | Supervisor Technical Services |
| **Classification/Grade/Band** | Band 2 Level 3 |
| **Group/Unit/Section** | Finance / Plant & Fleet/Fleet Management |
| **Reports to** | Section Manager Fleet Management |

**Vision**

A vibrant and sustainable Central Coast

**Purpose**

To provide valuable services that strengthens and supports the Central Coast Community

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In assisting to drive the overarching vision and purpose, the role of Supervisor Technical Services is to oversee the day-to-day work and functioning of the team undertaking operational work or service provision, and to collaborate with others to complete the programs and projects of the section. This will be achieved through provision of quality, cost-effective fleet management services to the Central Coast Council to the benefit of internal and applicable external customers and rate payers.

The Supervisor Technical Services is required to engage with employees, Supervisor’s, Team Leaders, Section and Unit Managers in the provision of providing quality customer service and creating value for the community.

**Key Duties and Responsibilities**

* Manage the provision of efficient, quality fleet technical services in an effective and price competitive manner;
* Coordinate, supervise and support Technical Officers through the annual capital works asset management schedule ;
* Provide quality assurance via in-build inspections for assets requiring manufacture, refurbishment, or modifications during the asset useful life;
* Oversee Technical Officers procurement activities, assessment, commission/decommission management and disposal of plant and fleet in an efficient and cost effective manner, taking to account whole of life costs and fit for purpose requirements;
* Assist in the development, implementation and continued management of short and long term Fleet Management budgetary, policy and procedural functions;
* Control the quality, performance and continuous improvement of Technical Officers with respect to KPI’s, audit and lifecycle analysis; and
* Perform any other duties, tasks or projects that the employer may assign, having regard to the incumbent’s skills, training and experience.

**Authority and Accountability**

* Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council’s Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
* The Supervisor Technical Services may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;
* Decisions affect the work and activities of others within the Unit;
* The work of the Supervisor Technical Services influences the external environment by ensuring services are consistent with Council standards;
* The Supervisor Technical Services complies with operational requirements in cooperation with or under the supervision of other employees;

**Personal Attributes**

* Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
* Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behavior;
* Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance; and
* Be responsive to the input of others and work to understand their perspectives.

**Interpersonal Skills**

* Actively listen and clearly explain complex concepts and arguments to individuals and groups;
* Take responsibility for delivering high quality customer-focused services;
* Identify opportunities to work collaboratively with other teams/ units to solve issues, develop better processes and approaches to work and share lessons learned; and
* Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.

**Business Enablers and Technical Skills**

* Be aware and ensure team work within Council’s Chain of Responsibility (CoR) legislative responsibility.
* Make sure team / unit understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success;
* Ensure current work plans and activities support and are consistent with Organisational change initiatives;
* Anticipate, identify and address issues and potential problems working towards sustainable solutions and outcomes;
* Ensure that actions of self and others are focused on achieving Organisational outcomes;
* Take account of financial implications and return on investment when planning financial transactions;
* Identify ways to leverage the value of technology to achieve team/ unit outcomes, using the existing technology of the business; and
* Be aware of procurement and contract management risks and actions to mitigate these;
* Evaluate progress and identify improvements for future projects.

**Leadership / Management**

* Provide timely feedback to staff and address and resolve performance issues that impact on team outcomes;
* Promote a sense of purpose by ensuring the team understands the performance outcomes and the strategic direction of the business;
* Monitor and communicate performance standards to desired outcomes; and
* Provide guidance, coaching and engage staff in change process and recognize cultural barriers that undermine change.

**QUALIFICATIONS**

**Essential**

* Minimum Certificate IV in Management or equivalent or demonstrated solid contemporary experience in Business Management, Project Management and Leadership in a related field, combined with ongoing professional development; and
* C class drivers licence.

**Desirable**

* Fleet Management Certificate (IPWEA) or equivalent qualification;
* Valid General Construction Induction (White Card) - NSW SafeWork or equivalent or willingness to obtain; and
* MR class of drivers licence.

**EXPERIENCE**

* Comprehensive knowledge and experience in the area of fleet/project management principles, including utilisation, whole of life and vehicle and plant maintenance;
* Excellent skills and demonstrated experience leading and developing a team to achieve agreed goals and outcomes;
* A customer service ethos and a demonstrated customer-centric approach to service provision;
* High quality problem solving skills and a demonstrated ability to effectively adjust plans and schedules;
* Sound Knowledge and experience with Asset Management Systems;
* Sound Knowledge in business software applications; and
* Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation.

Key Relationships

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| Internal | External |
| Unit Managers / ELT | Members of the Public/residents/ratepayers |
| Section Managers/Supervisors | Commercial/industrial/development representatives (e.g. Vendors, builders, clients) |
| Other Council employees (not including direct reports) | Community Organisations – service clubs etc. |
|  | Professional/Industry associations including Unions |
|  | State and Federal Government Agencies |
|  | Local Business |