

Role Description

Team Leader Program Support



Title	Team Leader Program Support
Classification/Grade/Band	Band 3 Level 3
Group/Unit/Section	Roads, Transport, Drainage and Waste / Roads, Assets Planning and Design / Asset Management
Reports to	Section Manager Asset 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 Team Leader Program Support 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 the management of professional and technical staff responsible for asset data management, asset capitalisation, asset reporting and system administration as well as the investigation of road and drainage capital work upgrades and preparation of customer responses. A particular emphasis is on the development of the capital works upgrade programs and in providing support to the other Asset Management Team Leaders to coordinate reporting and ensure the consistency of outcomes across the Section and Division.

The Team Leader Program Support is required to engage with employees, providing quality customer service and creating value for the community.



Key Duties and Responsibilities

- Manage the day to day functions of the Program Support Team and provide advice to the Section Manager Asset Management and other departments in relation to asset data, asset reporting, capital upgrade priorities and program development duties;
- Investigate requests for road and drainage capital work upgrades and identify projects for future work programs including project assessment and ranking, concept plan development and cost estimation;
- Manage and maintain the capital upgrade prioritisation system including the review of all projects and documentation to ensure a high level of data integrity and consistency of project assessment and ranking;
- Prepare draft capital work upgrade programs including concept scoping and cost estimation to input into the Four Year Delivery Program and Long Term Financial Plan;
- Liaise with other asset owners and internal / external stakeholders including public utility providers and government departments to coordinate project scheduling and facilitate a place-making approach to project delivery;
- Manage and maintain the road and drainage asset registers including data management processes, asset register audits, asset capitalisation, asset acquisition and GIS mapping;
- Coordinate the Sections asset reporting requirements based on technical advice from the Asset Management Team Leaders and other stakeholders such as Finance;
- Ensure that customer enquiries relating to road and drainage capital upgrades are assessed, reviewed and responded to in a timely and accurate manner;
- Perform any other duties, tasks or projects 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 Team Leader Program Support 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 Team Leader Program Support influences a the external environment by ensuring services are consistent with Council standards;
- The Team Leader Program Support is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
- Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials;
- Review financial targets for section and forecast costs and commitments. Achieve results through the development of cost and revenue targets and active management of expenditure for section. Use procedures such as benchmarking to monitor cost effectiveness.

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;
- 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;



- Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.

Business Enablers and Technical Skills

- 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;
- 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;
- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.



QUALIFICATIONS

Essential

- Degree qualification in Civil Engineering, Asset Management or related field OR demonstrated solid contemporary experience in asset management ,combined with ongoing professional development;
- Current Class C Drivers Licence

Desirable

- Tertiary qualifications in Project Management
- Tertiary qualifications in Financial Management and Reporting.

EXPERIENCE

- Demonstrated experience in road and drainage asset management including a sound technical knowledge of road and drainage design, construction and maintenance;
- Demonstrated experience in the development of roads and drainage capital works upgrade programs including project risk analysis and prioritisation, concept planning, cost estimation and policy application;
- Demonstrated experience investigating and resolving infrastructure upgrade problems and preparing appropriately tailored reports and correspondence;
- Well-developed computer skills and experience in the use of asset management systems, database management, geographical information systems and asset modelling;
- Knowledge of relevant legislative, statutory and industry standards and experience in the preparation of technical and financial asset reports;
- Well-developed performance improvement and consultation skills;
- Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching and mentoring and change management;
- 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;



- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.

Key Relationships

Internal	External
Council Meeting	Members of the Public/residents/ratepayers
Councillors	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Committee Meetings of Council	Community Organisations – service clubs etc.
CEO	Professional/Industry associations including Unions
Unit Managers / ELT	Consultants, solicitors and other professionals
Section Managers/Team Leaders	State and Federal Government Agencies
Other Council employees (not including direct reports)	Local Business

