

Role Description

Team Leader – Water & Sewer Operations



Title	Team Leader – Water & Sewer Operations
Classification/Grade/Band	Band 2 Level 3
Group/Unit/Section	Water & Sewer / Technical Services & System Control / Network Operations & Quality Control
Reports to	Section Manager Network Operations and Quality Control

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 – Water & Sewer Operations 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 coordinating, managing and leading resources effectively and efficiently in order to deliver the operations and maintenance activities to meet the Unit's objectives and support the sections requirements.

The Team Leader – Water & Sewer Operations is required to engage with employees, providing quality customer service and creating value for the community.



Key Duties and Responsibilities

- Coordinate staff and resources effectively and efficiently for the repair, operations, maintenance and construction of water and sewer infrastructure including pump stations, reservoirs, mains, fittings and associated appurtenances;
- Ensure the team complies with policies, processes, procedures, Workplace Health & Safety, Quality and Environmental requirements and effectively execute risk management and cost saving practices relating to operations and maintenance;
- Develop solid relationships through effective communications, commitment to quality customer service and managing others in achieving satisfactory outcomes and problem resolutions;
- Develop & Deliver work programmes in accordance with performance objectives. This includes monitoring, re-prioritising, adjusting, planning and scheduling works within the assigned budget, timeframe and level of service whilst utilising asset management systems and technology;
- Manage a 24/7 business operation and attend to out of hours work when required;
- Manage contractors and staff to deliver objectives;
- Maintain a level of expertise and provide technical support to teams within the business unit including a thorough understanding of WSSA Codes and industry practices;
- Support and deliver a culture that promotes effective change and continuous improvement;
- 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 – Water Sewer Operations 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 section or from a specific project team;



- The work of the Team Leader – Water & Sewer Operations influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Team Leader – Water & Sewer Operations is involved in the development and maintenance of appropriate safety or other standards, or provides instructions and/or training concerning such standards;
- Identifies requirements as an input to budget development;
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

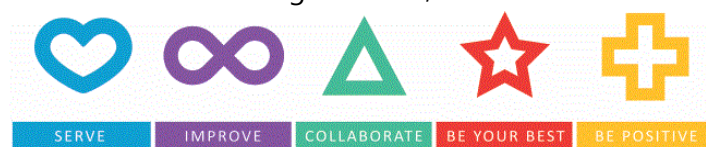
- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behavior;
- Demonstrate a high level of personal motivation, take 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

- Certificate IV in Frontline Management or equivalent;
- Certificate IV in Water Operations OR demonstrated solid contemporary experience in supervising water and sewer operations and maintenance staff combined with ongoing professional development;
- Current Class C Driver's Licence;



- Valid Construction General Induction card - NSW WorkCover or equivalent;
- Current Certification to Enter and Work in Confined Spaces;
- Current Certification Working Safely at Heights;
- Current RMS Prepare a Work Zone Traffic Management Plan Certificate;
- Current Asbestos Awareness Training;
- Current Hepatitis A and B vaccination.

Desirable

- Diploma of Engineering or Project Management.

EXPERIENCE

- Demonstrated knowledge and experience in the repair, operation, maintenance and construction of water and sewer infrastructure including pump stations, reservoirs, mains, manholes, valves, hydrants, pressure sewerage systems and odour control in accordance with WSAA Codes and industry practices;
- Demonstrated strong written and verbal communication skills including the ability to effectively negotiate, manage and resolve complaints and provide quality customer service in achieving satisfactory outcomes;
- Knowledge and experience in administration, report writing and the use of technology such as SCADA, mobile technology, computers and programs such as MS Office;
- Demonstrated experience at working under pressure and constantly reprioritising work and crews in anticipation of, or in response to, changing operating environment to achieve agreed deliverables within a 24/7 business environment;
- Demonstrated knowledge and experience in developing and delivering maintenance programs within electronic maintenance or asset management systems for water and sewerage assets, e.g. pump station maintenance, pipe inspection and mains cleaning;
- Demonstrated ability to foster a positive and productive culture;



- Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching, mentoring and change management;

Key Relationships

Internal	External
Unit Managers	Community
Council employees	State and Federal Government Agencies
	Vendors

