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| **Title** | Crew Leader Signs |
| **Classification/Grade/Band** | Band 1 Level 4 |
| **Group/Unit/Section** | Roads, Transport, Drainage & Waste/ Roads Maintenance & Asset Evaluation / Program Delivery / Bridges |
| **Reports to** | Team Leader Bridges |

**Vision and Purpose**

**Vision**

A vibrant and sustainable Central Coast.

**Purpose**

To provide valuable services that strengthen and support 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 contributing to the overarching vision and purpose, the role of Crew Leader is responsible for the delivery of sign maintenance works, predominantly in the area of Bridges and Wharves, utilising both in-house maintenance staff and contractors.

The position of Crew Leader is required to engage with employees and provide quality customer service and create value for the community.

**Key Duties and Responsibilities**

* Carry out proactive and reactive maintenance activities;
* Plan maintenance works so as to deliver quality projects efficiently and cost effectively through maximising the utilisation of materials, plant and staff;
* Supervise a team of staff and occasionally contractors and external service providers for the maintenance of Signs and associated minor works.
* Carry out duties and responsibilities in a manner that complies with all legislation and Council policies relating to the WHS, Environmental Management and relevant construction standards and codes;
* Undertake works as required to maintain and replace signs on Council and RMS Assets along with Open Spaces and minor works on Bridges and Wharves as required.
* Schedule and record works undertaken in Council’s Maintenance Management System;
* Complete and maintain all necessary documentation to ensure compliance with Quality Assurance requirements, drawings, specifications, policies and legislation, including but not limited to Asset Management, WHS and Environmental Management System;
* Manage procurement of materials and services as required to progress maintenance works;
* 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.
* Policy and procedures are readily available but the Crew Leader is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;;
* Decisions affect the work and activities of others within the work group or team;;
* The work of the Crew Leader influences the external environment by ensuring services are consistent with Council standards;

* The Crew Leader is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
* Identifies requirements as an input to budget development, predominantly on a project by project basis.
* Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

# Personal Attributes

* Be adaptable, flexible and focused when dealing with change;
* Represent Council honestly, ethically, professionally and lead by example;
* Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
* Be responsive to the input of others and works to understand their perspectives;
* Be open to new ideas, situations and challenges, adapts well and is calm under pressure;
* Be solution focused, committed to resolving differences and contributing to positive outcomes.

**Interpersonal Skills**

* Listen to others and ask appropriate, respectful questions, monitor non-verbal cues and adapt behaviour accordingly;
* Support and promote a culture of quality customer service. Identify and respond quickly and provide solutions to meet customers’ needs;
* Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
* Respond to conflict without inflaming the situation and know when to refer to a supervisor for assistance and/or withdraw from a conflict situation;
* Respond to colleagues who need clarification or guidance and help when workloads are

high;

* Recognise performance issues that need addressing and seek relevant advice.

**Business Enablers and Technical Skills**

* Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
* Understand the team/unit objectives and respond proactively to changing circumstances and adjust plans and schedules when necessary;
* Identify issues that may impact on task completion and provide appropriate solutions;
* Understand delegations and act within authority levels;
* Exercise fiscally responsible behaviour and remain up-to-date with financial delegation processes;
* Support system improvement initiatives and embrace new technologies;
* Purchase under delegation and comply with procedures;
* Understand project goals, action tasks and expected outcomes and identify and escalate project variances;
* Assist the team to understand the organisation’s direction, policies and services.

**Team Work**

* Recognise and acknowledge individual/ team performance;
* Monitor and use resources responsibly to achieve team objectives;
* Accommodate changing priorities and respond flexibly to uncertainty and ambiguity;
* Work collaboratively with colleagues, direct reports and supervisor to positively influence team development and harmony;
* Understand team objectives and how their work relates to the team’s success and contribute to the development and achievement of team goals and work;
* Share information with team members to assist them to understand and manage uncertainty and change.

**QUALIFICATIONS**

**Essential**

* Valid Construction General Induction card - NSW WorkCover or equivalent;
* Current MR Licence;
* Current RMS Traffic Controller and Implement Traffic Control Plans Certificates (Blue & Yellow Cards).

**Desirable**

* Current RMS Prepare a Work Zone Traffic Management Plan Certificate;
* Dogging (DG) High risk work license.
* Vehicle Loading Crane (CV) license;
* Boom-type elevating work platform (WP) license.

**EXPERIENCE**

* Demonstrated extensive experience in the erection and maintenance of traffic and direction signs and devices;
* Demonstrated ability to read plans, set out works and record work as executed;
* Demonstrated supervisory experience of staff and day labour employees;
* Demonstrated ability to set and achieve work targets by estimating and controlling the construction time for minor works;
* Demonstrated ability to communicate effectively both verbally and in writing with staff

and the public;

* Demonstrated understanding of Quality Assurance principles;
* Demonstrated ability to work and lead in a team situation;
* Demonstrated sound knowledge of RMS Regulatory and Warning Signage installation practices;
* Demonstrated experience in vegetation control within road reserves.
* Demonstrated knowledge of and commitment to Work, Health & Safety and Environmental Management practices;
* Demonstrated knowledge of and commitment to Environmental Management Principles;
* Demonstrated knowledge of and experience with the operation of a Maintenance Management System, e.g. REFLECT.

Key Relationships

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| Internal | External |
| Chief Executive Officer | Community |
| Executive Leadership Team | State and Federal Government Agencies |
| Leadership Team | Industry representatives and associations |
| Unit Managers | Unions |
| Council employees | Vendors |