

# Role Description

## Crew Leader Sewer Network



<b>Title</b>	Crew Leader Sewer Network
<b>Classification/Grade/Band</b>	Band 1 Level 4
<b>Group/Unit/Section</b>	Water and Sewer / Network Operations and Maintenance / Maintenance Services
<b>Reports to</b>	Team Leader Mechanical Pump Stations

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, 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 Sewer Network is responsible for the day-to-day operation and leadership of the efficient delivery of Water and Sewer Programs including the operation, maintenance, repair and construction activities of water and sewerage network services. The Crew Leader Sewer Network will be responsible for work carried out by contractors and leading small teams of in-house staff, as required.

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



## Key Duties and Responsibilities

- Manage and participate in the efficient coordination of operation, maintenance, repair and construction activities associated with water and sewer mains and fittings, reservoirs, pumping stations and vacuum systems in order to enhance the operations of Council's water and sewerage network to provide an agreed level of service to the consumer;
- Supervise staff and contractors;
- Manage works with regards to minimisation of disruption, customer inconvenience, safety and environmental impact;
- Operate plant and equipment required to carry out duties where relevant tickets have been obtained. This may include excavators, tippers, electrical and pneumatic power tools, power saws, tampers and chainsaws etc.;
- Ensure work quality and compliance with industry best practise including WSAA Codes;
- Participate in after-hours duties as required including the on-call roster and respond to call outs in a timely manner (indicatively 45 minutes);
- 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;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions by the Crew Leader Sewer Network affect the work and activities of others within the work group or team;



- The work of the Crew Leader Sewer Network influences the external environment by ensuring services are consistent with Council standards;
- The Crew Leader Sewer Network complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employees acts or omissions;
- Has little or no responsibility for budget development;
- 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 contributes to positive outcomes.

### **Interpersonal Skills**

- 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 White Card (General Construction Induction Card) – SafeWork NSW or equivalent;
- Current Class LR Driver's Licence;
- Current Confined Spaces Certification;
- Current Working at Heights Certification;
- Current SafeWork NSW Dogging Certification;
- Current RMS Traffic Controller Certification;
- Current RMS Implement Traffic Control Plans;
- Current Work Near Overhead Power Lines Certificate;
- Asbestos Awareness Certificate;
- Hepatitis A & B immunity.

### Desirable

- Current Class MR Driver's Licence;
- Current Truck Mounted Crane Operator certification;
- Current SafeWork NSW Licence to perform High Risk Work for Vehicle Loading Crane (CV);
- Current Excavator Operator Certificate of Competency;
- Current First Aid Certificate;
- Frontline Leadership or Supervisory Certification.



## EXPERIENCE

- Demonstrated ability to operate, maintain, repair and construct water and sewerage infrastructure;
- Demonstrated experience in leading small teams and displaying leadership skills;
- Demonstrated ability to co-ordinate and organize work and deliver objectives;
- Demonstrated experience in satisfactory resolution of customer complaints;
- Demonstrated experience and knowledge of Work Health Safety, water quality, sewerage and environmental management systems;
- Demonstrated ability to interpret soft and hard copy design plans, drawings and estimates
- Demonstrated ability to prepare quantity and resource estimates;
- Demonstrated ability and experience carrying out administrative duties within the scope of the role, eg. Completion of job related forms/timesheets in timely and accurate manner;
- Demonstrated ability to use basic computer programs (including Word, Excel, Outlook), GIS, SCADA, and hardware including tablets, phones and computers

## Key Relationships

Internal	External
Council Meeting	Community
Section Managers/Team Leaders	Commercial/industrial/development representatives (eg Vendors, builders, clients)
Other Council employees (not including direct reports)	Professional/Industry associations including Unions
	State and Federal Government Agencies

