

Position Description

Position title:	Shift Leading Hand
Directorate:	Infrastructure & Property
Service Unit:	Depot Operations
Reports to:	Workshop Coordinator
Direct reports:	Up to 6 direct reports on shift
Salary point:	9
Work location:	Waratah Works Depot
Date revised:	May 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Depot Operations?

We are a team of over 30 staff that enable other Services within the City of Newcastle to operate at their service potential by providing and maintaining sustainable, fit-for purpose plant / fleet asset services and operational works depot management to the organisation. Our team is a mix of administrative staff and tradespeople who ensure the delivery of whole of life fleet services and oversee the operational management of the Waratah Depot site. We believe that by empowering and developing our team we achieve innovation and best support our customers.

What's the focus of this position?

This position is responsible for supervising a team of mechanics on shift in the City of Newcastle workshop. Taking a 'hands on' approach – you will carry out the daily tasks with the team, ensuring compliance with national standards. You will act as a safety leader and effectively demonstrate City of Newcastle's (CN) CREW values.

What you'll be doing:

- Ensuring the efficient and effective maintenance and repair of CN's fleet by supervising staff on shift, allocating work and ensuring tasks are completed within nominated timeframes
- Servicing and maintenance on of all CN fleet, including garbage fleet vehicles, fix and mobile plant, light fleet and NHVAS accredited fleet
- Complete relevant shift documentation including pre-start toolbox talk forms, shift handover forms, timesheets etc
- Provide customer service support at the service reception desk and respond / action requests in a timely and professional manner
- Support Apprentices by providing 'on the job' training, mentoring, completing daily job carding and apprentice training logbooks
- Maintain the health and safety of yourself, fellow workers and the general public during the execution of work by ensuring that safe work practices are implemented and adhered to in accordance with Work Health and Safety Guidelines
- Assist other team members by completing inspections and repairs as required within designated timeframes to maintain CN's NHVAS accreditation
- Ensure all shift 'Works' are completed to Original Equipment Manufacturers standards, NSW and Australian roadworthiness / accreditations levels
- Promote teamwork and build team spirit and harmony within the team whilst optimising work output
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager

The essentials you'll need:

- Mechanical Trade Certificate (Heavy Vehicle preferred) and Motor Vehicle Repairer's Licence
- HR Drivers Licence or LR Drivers Licence and willingness to HR Driver Licence within 12-month period at own cost
- Experience leading and developing the skills of a team
- Experience in fault diagnostics
- Working knowledge of Work Health and Safety legislation / requirements
- Intermediate computer skills including experience using Microsoft Office Suite of products, corporate computer programs and safety systems
- Experience in parts interpretation / cataloguing
- Demonstrated customer service skills, including a professional phone, email and face to face manner.

Other valuable skills you may have:

- First Aid Certificate
- Cert IV in Training & Assessment

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	