**Position Description**

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| **Position title:** | **Workshop Leading Hand**  |
| **Directorate:** | City Infrastructure  |
| **Service Unit:** | Civil Construction and Maintenance |
| **Reports to:** | Workshop Coordinator |
| **Direct reports:** | NIL |
| **Salary point:** | 11 |
| **Work location:** | Waratah Works Depot  |
| **Date revised:** | November 2023 |

**Council Overview**

City of Newcastle (CN) employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Civil Construction and Maintenance Service Unit is part of City Infrastructure Directorate and this role reports to the Workshop Coordinator.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive 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 its employees the opportunity to develop in their current role, grow into future opportunities and reach their 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 as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s the focus of this position?**

This position is responsible for providing guidance and being the point of escalation for complex diagnostic issues for the 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 example and uphold safe work practices and effectively demonstrate City of Newcastle’s (CN) CREW values.

**What you’ll be doing:**

* Servicing and maintenance on of all CN fleet, including garbage fleet vehicles, fix and mobile plant, light fleet and NHVAS accredited fleet in accordance with the following NSW statutory requirements, industry standards and Council’s systems of work:

 • NSW Department of Fair Trading Tradespersons Certificate Motor Mechanic

 • Motor Vehicle Repairs Act 2013;

 • RMS Authorised Inspection Station (AIS);

 • NHVR National Heavy Vehicle Accreditation Scheme (NHVAS);

 • RMS QA Specification G22;

 • Australian Design Rules;

 • Ozone Protection Regulation 1997.

* Provide a high level of customer service support at the service reception desk and respond / action requests in a timely and professional manner.
* Ensuring quality assurance and signing off on all work performed, recognising the importance of delivering safe and functional equipment and the potential consequences this could cause. This includes completing relevant shift documentation including pre-start toolbox forms, shift handover forms, and timesheets etc.
* Continuous and proactive learning of new industry servicing and maintenance processes. This includes the ability to perform your duties on hybrid and electric CN vehicles and assets.
* Inspect mechanical and electrical components and document detailed reports on condition and provide recommendations to prolong service life. Troubleshoot reported issues including complex faults and resolve them in a timely manner. Attend to breakdowns and provide on the spot repairs and recommendation to ensure cost effectiveness and minimise vehicle downtimes.
* Provide guidance to other mechanics by being the first point of contact to provide expert knowledge to resolve complex faults and ensure the efficient allocation of work and ensuring tasks are completed within nominated timeframes. This includes promoting teamwork, to build a supportive team that is able to optimise work output and 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
* 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 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:**

* 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.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |