



## POSITION DESCRIPTION

### Our Values:



Respect



Strive



Passionate



Communicate

<b>Position title:</b>	Team Leader Patching Crew
<b>Position code:</b>	1843
<b>Section:</b>	Roads and Quarry, Chief Operating Office
<b>Position reports to:</b>	Coordinator Roads Maintenance
<b>Band and Level:</b>	Band 2 Level 1
<b>Salary grade:</b>	Grade 9
<b>Staff management:</b>	Yes
<b>Budget responsibility:</b>	No

### Primary function:

The position of Team Leader is a key member of the Roads and Quarry Section within the Chief Operating Office. As such this position plays a key role in managing staff within a team and supporting the Coordinators in ensuring the efficient and effective use of materials and resources under their control.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

### Person Description:

- The right person for this role will be self-motivated, proactive, observant and aware
- They will be a team player
- They will embody Council's core values
- They will motivate their team and create a positive culture
- Ensure quality standards are met at all times
- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility

- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills

### **The Team Leader Patching Crew:**

- Promotes teamwork within the road maintenance activities of Council.
- Responsible for daily planning, Daily Pre-start briefings, and other relevant meetings.
- Ensures that operational safety standards and other requirements are met at an operational level.
- Works to appropriate industry standards and practices.
- Corporate records including timesheets, accident/incident reporting, plant operation and risk assessments activities are fully and accurately captured and maintained.
- Direct supervision of staff including team building/development, assigning work activities, mentoring/coaching, evaluating performance, handling employee complaints and performance management as required.
- Report on weekly progress and report expected changes to staff, resource and material consumption as soon as known.
- Report on progress against pre-determined targets and make recommendations of opportunities for greater efficiency within work area
- Leads their team to achieve excellence through service delivery benchmarks and is committed to the implementation of continued improvement processes
- Responsible for record keeping, Maintenance management system data entry
- Is flexible in sharing staff, plant and equipment between Council crews to ensure the best overall outcome for Council's operational efficiency.

### **Key responsibilities and performance goals:**

	<b>Responsibilities</b>	<b>Accountability</b>
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the works area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> <li>• Makes safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation.</li> <li>• Demonstrates a strong commitment towards Work Health &amp; Safety (WH&amp;S) systems by ensuring risk assessments and hazard identification are undertaken and appropriate controls put in place for all activities within their area of responsibility.</li> </ul>
Best Practice and Benchmarking	Lead the team to achieve excellence through the establishment, management and monitoring of systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> <li>• Ensure that all corporate records including timesheets, accident/incident reporting, plant operation and risk assessments activities are fully and accurately captured and maintained, to comply with legislative requirements and business needs.</li> </ul>

Governance and Risk	Understanding of the day to day implementation of Council's Code of Conduct and Public Interest Disclosures.	<ul style="list-style-type: none"> <li>• Duties are performed in accordance with Council's Code of Conduct.</li> <li>• Support staff who may wish to make a report and any potential conflicts of interest are reported immediately to the relevant Council officer.</li> <li>• Oversee the identification of project and financial risks and appropriate management of these risks to councils' operations.</li> <li>• Ensure risks to projects and financial service delivery to business units are identified and managed.</li> </ul>
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.</li> <li>• Enhance your knowledge base.</li> <li>• Drive a customer service approach in all internal and external interactions.</li> </ul>
Finance	Understanding of accountability for financial and physical resources.	<ul style="list-style-type: none"> <li>• Ensure works are undertaken in compliance with designated resource allocation.</li> <li>• Services are delivered to the established benchmarks within the agreed budget tolerances and timeframes.</li> <li>• Ensure procurement of goods is undertaken in a manner that there is compliance with Council's Procurement guidelines and procedures.</li> <li>• Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.</li> </ul>
People	Leader: Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.	<ul style="list-style-type: none"> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions</li> <li>• Promote ways in which the team members can continue to learn.</li> <li>• Ensure the team demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice.</li> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> <li>• Be available to take on other roles as required (e.g. in leave periods).</li> </ul>
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise results for Lismore City Council.	<ul style="list-style-type: none"> <li>• Initiate utilisation of technology to ensure single source of the truth, accessibility of resources.</li> <li>• Network with peers and other industries to continue to generate business improvements.</li> </ul>
Communication and Consultation	Highly developed written, verbal and interpersonal communication skills that inspires confidence in your team and the audience	<ul style="list-style-type: none"> <li>• Information, instructions and decisions are understood and adhered to.</li> <li>• Provide clear concise information.</li> <li>• Participation in work meetings is consistent with purpose of meeting and meeting interventions is understood and observed.</li> </ul>

	you are communicating with.	<ul style="list-style-type: none"> <li>• Participation with work groups and other teams is supportive, efficient and effective.</li> <li>• Implement high level conflict resolution and negotiation skills.</li> <li>• Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours.</li> <li>• Written and verbal communication, including completion of documentation associated with timesheets, accident/incident reporting, plant operation and risk assessments activities (electronic tablets will be used in this role).</li> </ul>
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## Entry Level Qualifications: Skills and Experience

### Qualifications, certificates and licences

- Certificate 111 in Civil Construction or similar, with relevant work and leadership experience
- Construction Induction Certificate
- Current Class LR Driver's Licence
- First Aid Certificate
- Traffic Controller Ticket
- Implement Traffic Control Plans
- Roller Ticket

### Experience, skills and knowledge

- Experience in planning, organising, supervising and monitoring of staff for the efficient and effective performance of the team.
- Experience with applying risk management processes.
- Experience in supervising and organising the operation of plant and equipment.
- Experience in effectively disseminating information for compliance in terms of WHS, environmental, quality and corporate messaging.
- Knowledge and commitment to quality, safety, equal employment opportunity and environmental principles.
- Experience leading behavioural change in an established team and inspiring people to drive engagement, change and accountability.
- High degree of personal integrity, emotional intelligence, flexibility and agility.
- Experience in the delivery of effective high-level customer service including managing and escalating customer complaints where necessary.
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Experience leading contractor(s) working within the road construction and maintenance activities.
- Experience in delivering prestart checks.
- Demonstrated experience using conflict resolution techniques and mentoring others in this area.
- Ability to interpret design plans, setting out works, and ability to supervise and check work that is set out by others.
- Experience in traffic control plan selection and implementation.
- Has good understanding of plant capabilities and material properties.
- Excellent digital literacy and computing skills, and ability to implement these skills to work within Corporate IT systems – timesheets, safety observations, daily diaries, plant prestarts

