



Leading Hand – Civil Maintenance

POSITION PROFILE

Division	Shire Infrastructure	Status	Full Time
Unit	Civil Operations	Salary Grade	Grade 5
Reports to	Team Leader	Reviewed	July 2019

STRATEGIC INTENT

The Civil Operations business unit is an operational unit which is responsible for delivering reactive and planned maintenance/restoration works on civil assets to agreed levels of service for quality, function and safety. The business unit's key objectives focus on maintaining the LGA's infrastructure to improve life span and usability of its assets.

POSITION PURPOSE

The position is accountable for supporting the Team Leader in the delivery of planned and reactive maintenance/restoration works and consistently completes all assigned works using best practice. Additionally, works are to be performed in a safe, efficient and effective manner and in compliance with council's applicable Policies and Operating Procedures.

The incumbent may be directed to work in other areas of the unit to satisfy workload and resourcing requirements.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Advocate leadership to and assist with development of team members including desired workplace culture	<ul style="list-style-type: none">▪ Demonstrate leadership qualities and ensure compliance with Council's policies, procedures, guidelines and legislative requirements▪ Demonstrated harmony, enthusiasm and motivation within the team▪ Demonstrated best practice▪ Support introduction of new ideas and processes▪ Instances where innovative work practices and continuous improvement are demonstrated▪ Demonstrate ability to work cooperatively as a work team▪ Demonstrate initiative for maximising reuse and recycling of building and construction materials▪ Support and adhere to instructions from Team Leader
Assist in providing a safe work environment	<ul style="list-style-type: none">▪ Work activities are performed in compliance with 2011 WHS Act and Council's WHS Management System

	<ul style="list-style-type: none"> ▪ Incidence of failure to comply with Heavy Vehicle National Law Compliance and its Chain of Responsibility obligations ▪ Recommend Safe 4 Mates nominations ▪ Effective and timely reporting of Incidents and Near Miss ▪ Work team consulted and instructed in the development of Risk Assessments and Traffic Control Plans
Deliver safe, efficient and effective customer service to the community	<ul style="list-style-type: none"> ▪ Work is planned, assigned and performed to agreed customer service standards (presentation and timeframe) in line with Council's Delivery and Operating Plans ▪ Demonstrated expertise and municipal knowledge to achieve best practice for a quality outcome ▪ The number of repeat Work Instructions and status enquiries attributable to a failure to complete maintenance works within specified time ▪ The incidence and value of rework required to achieve compliance with specifications ▪ The number and nature of positive and negative comments received relating to Maintenance activities executed by the work team
Monitor the performance and attendance of work teams, operators and contractors	<ul style="list-style-type: none"> ▪ Individual / team work performance and productivity is monitored, documented and communicated to Team Leader ▪ The incidence of failure to follow instructions, plans and adopted practices on assigned works ▪ Selection and appropriate use of plant and equipment for the activity, conduct inspection reports and report defects as per Policy and Procedure ▪ Demonstrated effective use of Council resources, including minimising travel time and maximising available work time to achieve maximum output ▪ Engage in regular meetings with team members to discuss work related items ▪ Direct involvement with assessing Performance Appraisals and performance reviews where required. ▪ The level of sick leave taken by work team staff ▪ The level of output against costs for the work team, against the average cost for all work teams ▪ Demonstrated examples of cost savings by work team ▪ Responsibility for tools, equipment, plant, materials, labour resources ▪ Responsibility for supervision of staff and contractors ▪ Responsible and effective use of mobile technology devices and associated IT applications

	<ul style="list-style-type: none"> Ability to demonstrate competence in the use of mobile technology devices, including iPads and PDAs to meet the requirements of the role
Assessment of Claims under Building and Construction Industry Security of Payment Act (NSW) 1999	<ul style="list-style-type: none"> The incidence of failure to adhere to the Act when requisitioning invoices
Financial Accountability This position has been identified as having the responsibility of managing financial transactions for the organisation, as required.	<ul style="list-style-type: none"> In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Certificate II in Civil Construction (or equivalent) plus two (2) years extensive experience <u>leading</u> a civil works team Or three (3) years experience leading a civil works team Class C Driver's License WHS Induction Card (Whitecard) Traffic Controller (Blue) Implement Traffic Control Plans (Yellow) Proven experience in planning and execute both self and team workload Proven experience in the use of mobile technology devices associated IT applications skills Proven experience with effectively and professionally liaising with the general public / customer service culture
	Desirable	Certificate III in Civil Construction (or equivalent) plus one (1) years extensive experience leading a civil works team First Aid Certificate Confined Space Awareness Class MR Driver's License Ability to use survey instrument (dumpy level / laser level) Demonstrate initiative on solving complex issues Proactively identify and managing WHS and EEO issues in the workplace Collaboration and effective communication skills with both internal and external stakeholders

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> For example: Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them
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	<ul style="list-style-type: none"> ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms. ▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community ▪ Achieve- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate

Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

9 day fortnight, based on 38 weekly hours of operation from Monday to Friday, all licences must be valid and maintained, in this role the employee of Council can expect to work at various locations across the LGA.