

POSITION DESCRIPTION

OPERATIONS LEADER

POSITION NUMBER	3030, 3061, 3166, 3051
DIRECTORATE	Assets and Infrastructure
SECTION	Engineering Operations
REPORTS TO	Team Leader
DIRECT REPORTS	1-4
GRADE	6
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2017
DATE PREPARED	January 2019
DATE LAST UPDATED	January 2019

1. PURPOSE OF THE POSITION

Ensure the effective operation of a maintenance crew, including plant, equipment and staff resourcing, in a safe and efficient manner to deliver a prompt and reliable service to the community.

2. KEY ACCOUNTABILITIES

- 2.1 Meet all performance objectives contained in the designated work plan and relevant operational plan.
- 2.2 Supervise the daily operations of the maintenance crew, in conjunction with the Team Leader and/or Coordinator, to provide prompt and reliable services to the community. This entails prioritising tasks and meeting time schedules and customer needs in an efficient manner.
- 2.3 Interpret and understand instructions/plans to deliver services that satisfy Council objectives and meet appropriate industry, Council and regulatory standards.
- 2.4 Ensure labour, equipment and material resources are available to carry out the job. Undertake basic service, cleaning and maintenance of all associated plant and equipment. Report all faults immediately.
- 2.5 Ensure the safety of the maintenance crew, by overseeing the correct use of plant and equipment, Personal Protective Equipment (PPE) and staff resourcing; and adhering to Work, Health and Safety (WHS) requirements and related Standard Operating Procedures (SOPs) and Safe Work Method Statements (SWMS) at all times.
- 2.6 Administer first aid as needed and regularly check the supply of first aid materials.
- 2.7 Report all WHS concerns and matters to the relevant Team Leader and/or Coordinator and complete incident forms as required.
- 2.8 Monitor the performance of the maintenance crew to ensure staff are providing an efficient, effective and consistent approach to their duties, and where required, take corrective action as needed. Escalate staff performance issues to the relevant Team Leader and/or Coordinator.
- 2.9 Undertake training as required and provide training to staff as needed.
- 2.10 Supervise, instruct and guide apprentices, operators, volunteers, contractors and/or other visitors to and from and whilst on the work site, ensuring statutory authority requirements such as WHS

- practices and EEO principles are met.
- 2.11 Participate in the development and review of Engineering Operations work plans, safe work practices, SOPs and SWMS on a regular basis.
 - 2.12 Liaise with and provide advice to members of the community regarding matters pertaining to the crew and any works being undertaken. This would include internal and external customers, contractors and various levels of Council management. Refer or escalate any matters as needed to the relevant Team Leader and/or Coordinator.
 - 2.13 Report any matters affecting Council's risk management, public liability and insurance claims immediately to the relevant Team Leader and/or Coordinator.
 - 2.14 Represent and contribute positively to Council's public profile.
 - 2.15 Perform any other duties as directed by the relevant Coordinator and/or the Executive Manager Engineering Operations.

3. KEY MANAGERIAL ACCOUNTABILITIES

Leadership

- 3.1 'Lead by example'.
- 3.2 Input to and implement Council/Line Manager decisions at a strategic and operational level.
- 3.3 Create, embrace and lead change. Manage resistance to change.
- 3.4 Treat others with respect and compassion.

People Management

- 3.5 Lead, inspire, motivate, coach and mentor for optimal individual and team performance to achieve the overall strategic direction.
- 3.6 Objectively evaluate staff, provide feedback and communicate expectations.
- 3.7 Plan for the future, set team goals, identify priorities and follow through.
- 3.8 Deal with non-performance and inappropriate behaviour in a timely manner.

Communication

- 3.9 Communicate to all in a clear and concise manner both written and verbal.
- 3.10 Promote cross organisational communication and collaboration.
- 3.11 Foster good working relationships with external and internal stakeholders.
- 3.12 Communicate with staff on a regular basis and gain their input where appropriate.

WHS / Risk Management

- 3.13 Understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction.
- 3.14 Provide a safe and healthy work environment, in accordance with the NSW legislation, regulations and related Codes of Practice and Australian Standards.
- 3.15 In consultation with employees, develop and continually monitor the work area's Risk Control Plan and all associated Safe Work Method Statements and risk assessments.
- 3.16 Monitor and evaluate the performance of Team Leaders / Supervisors against their risk management responsibilities.
- 3.17 Promote Risk Management as a vital business principle and actively employ those principles in decision making processes.

Governance

- 3.18 Manage operations and resources for cost effective achievement of team goals.
- 3.19 Prepare, manage and take accountability for financial budgets within the program.
- 3.20 Identify and implement customer service initiatives.
- 3.21 Effectively manage systems to optimise the use of resources.
- 3.22 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.23 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.



- 3.24 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.25 Support the strategic and corporate priorities of the General Manager and Executive.
- 3.26 Maintain all relevant policies, procedures, practices and staff communications with relevant Federal and State Legislation and implement as necessary to ensure Council's compliance.
- 3.27
- 3.28 Other duties as required.

4. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

5. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

6. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

7. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

8. CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of council

9. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

10. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 10.1 Class C Drivers Licence
- 10.2 Construction Induction Card (White Card)
- 10.3 First Aid Certificate or willingness to obtain



Essential

- 10.4 Demonstrated experience in motivating and leading a maintenance crew
- 10.5 Experience in providing maintenance services and a demonstrated ability to be accountable for agreed work methods, standard and outcomes
- 10.6 Capacity to plan, prioritise and organise daily work schedules
- 10.7 Experience in the operation and maintenance of plant and/or various equipment common to cleansing, civil construction and/or trades maintenance.
- 10.8 Understanding of and commitment to WHS practices and EEO principles
- 10.9 Demonstrated commitment to customer service
- 10.10 Appropriate written and oral communication skills

Desirable

- 10.11 Relevant Qualifications or Trade Certificate
- 10.12 Chemical Application Accreditation
- 10.13 Class MR Drivers Licence

EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: _____

Signature: _____

Date: _____

Staff Use Only

PP2 - Comprehensive pre-employment medical assessment including audio

