

## POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

### Overview

Position Title:	Works Management Officer	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	New	Classification Level:	3
Employment Location:	East Depot	Position Status:	Full-time Permanent
Department:	Infrastructure	Document Last Reviewed:	8/11/2019
Branch:	Fleet and Trade Services	Job Dictionary:	Not Applicable
Accountable To:	Trade Services Coordinator		
Aim of Position:	This role is primarily responsible for the ongoing development and implementation of the works management system, as well as policies, practices and procedures associated with the use of the system and to contribute to the delivery and support of maintenance and project processes and practices across the organisation to ensure the ongoing improvement and compliance.		

### Council Values

Bundaberg Regional Council's culture is driven by the following values:



### Key Responsibilities

- Play a key role in the ongoing development and implementation of the works management applications and tools for the business's long term success and to ensure robust operations.
- Proactively contribute to business efficiency improvements by identifying opportunities in the work management process and systems.
- Set up, document and maintain naming standards, templates, change management processes and master data for standard jobs, work requests, work orders etc, in association with all stakeholders.
- Data retrieval, analysis and preparation of KPI's and Reports and respond to ad-hoc requests for data and reports from stakeholders.
- Collaborate, formulate, implement and ensures proper data collection policies and procedures.

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- Audit data and provide support to work groups to ensure appropriate data collection through work requests and work orders.
- Provide end user support for mobile computing applications and hardware specific to completing maintenance and project activities across a multi-disciplinary team.
- Train and educate all users on data collection systems and procedures.
- Establish data quality standards and work with the Management team and/or external stakeholders to ensure standards are met
- In conjunction with stakeholders, ensures that system functionality provides work orders with clear and concise written job instructions / details / procedures (including Work Instructions, Safe Work Method Statements, Standards, OEM documentation/specifications, engineering drawings) with a level of detail, so that the specific task/s can be completed safely, effectively and efficiently.
- Maintain alignment and working relationships with other stakeholders to ensure multi-discipline tasks are achieved in an efficient manner ensuring issues are resolved for end users.
- Manage work procedures to ensure the data entering the works management system is of sufficient quality to enable efficient reporting, analysis and easy review of work performed.
- Undertake other reasonable duties and tasks requested by Management within the incumbent's capabilities, including additional duties as required during periods of absence of other staff.

## Position Requirements - Qualifications and Experience:

### Mandatory:

- Certificate III or IV in Business or equivalent experience.
- Demonstrated experience in the implementation and utilisation of works management systems with a high level of computer skills including advanced knowledge of MS Office Suites.
- Demonstrated experience in the development of workflows, procedures and development of solutions across multiple business units.
- Demonstrated high level of interpersonal, collaboration, oral and written communication skills with the ability to engage and negotiate with staff, client areas and contractors to achieve mutually desirable outcomes.
- Proven ability in solving complex problems and the possession of strong analytical and organisational skills.
- Ability to manage several tasks and projects concurrently and prioritise work effectively.

### Desired:

- Experience in analytics and data management would be highly regarded.

## Organisational Capabilities – Individual Employees (Leading Self):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Capability	Descriptors
Building Relationships (mandatory)	<p><b>Engage people to build positive relationships:</b></p> <ol style="list-style-type: none"> <li>1. Puts themselves in other people's shoes to accept and value different thinking</li> <li>2. Uses sound communication skills of active listening, paraphrasing to check for understanding, and appropriate language depending on the audience</li> </ol>

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	3. Quickly assesses the emotions of colleagues around them and then adapts words, tone and gestures accordingly
<b>Customer Focus (mandatory)</b>	<b>Focuses on customers:</b> 1. Actively works to understand customers and stakeholders 2. Engages customers in a friendly and appropriate manner 3. Shows respect for customers and stakeholders
<b>Safety and Professionalism (mandatory)</b>	<b>Models safe, professional and ethical behaviour:</b> 1. Identifies safety issues and problems, takes and monitors corrective action 2. Is consistent in word and actions 3. Is viewed as trustworthy, honourable and truthful, and respectful of the view of others 4. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
<b>Job Requirements (mandatory)</b>	<b>Applies knowledge and skill:</b> 1. Able to demonstrate knowledge appropriate for their role 2. Demonstrates strong skills in their functional area 3. Committed to maintaining a high standard of practice in their role
<b>Cross-Organisational Thinking</b>	<b>Understands how their work makes a difference to Council:</b> 1. Can describe the vision and purpose for their direct area 2. Able to describe how their work contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing their work
<b>Leading People</b>	<b>Supporting others:</b> 1. Provides considered and supportive feedback to other team members and colleagues
<b>Developing People with a One Team Focus</b>	<b>Supports others' capability development:</b> 1. Readily shares their knowledge and experience 2. Acts as a coach, mentor, role model and sounding board for others
<b>Driving People's Performance</b>	<b>Focuses on performance:</b> 1. Seeks to understand tasks, asks questions and knows what is expected of them 2. Approaches challenging work situations with positive energy 3. Sets priorities and organises self to meet work deadlines 4. Reports progress and any potential delays of issues which may impact on others
<b>Managing Stakeholders</b>	<b>Manages internal and external relationships:</b> 1. Written and verbal communication is clear and concise 2. Listens to others actively and attentively 3. Demonstrates a friendly and engaging interpersonal style 4. Builds networks with peers 5. Works collaboratively with others
<b>Decision Making</b>	<b>Makes sound decisions:</b> 1. Demonstrates ability to research, understand and analyze information relevant to work tasks 2. Shows judgement in decision making
<b>Making Improvements</b>	<b>Open to making improvements:</b> 1. Shows a willingness to try new ways of working 2. Generates and shares new ideas and suggestions for improvement

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Progressing Change	<p><b>Responds flexibly to changes:</b></p> <ol style="list-style-type: none"> <li>1. Works to embrace and assist change</li> <li>2. Helps to engage others in the change process</li> <li>3. Shows resilience in times of uncertainty</li> </ol>
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## Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance all roles and levels in Council

Accountability	Action
1. <b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.</li> </ul>
2. <b>Culture</b>	<ul style="list-style-type: none"> <li>• Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council.</li> <li>• Comply with Council's Code of Conduct and all Council policies and procedures at all times.</li> </ul>
3. <b>Information Services and Technology</b>	<ul style="list-style-type: none"> <li>• Protect and manage Council's information assets in accordance with legislative, Policy and process requirements.</li> <li>• Use Council's technology appropriately and with respect.</li> </ul>
4. <b>Disaster Management</b>	<ul style="list-style-type: none"> <li>• Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.</li> </ul>
5. <b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.</li> </ul>
6. <b>Financial Accountability and Governance</b>	<ul style="list-style-type: none"> <li>• Models compliance with Council's procurement Policy.</li> <li>• Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.</li> <li>• Legislative Sub-Delegations and authorisations may also be applicable.</li> </ul>
7. <b>Corporate record keeping</b>	<ul style="list-style-type: none"> <li>• Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's recordkeeping requirements.</li> </ul>

## Acknowledgment

I hereby agree to abide by Council values, policies and the Local Government Act and that this position description clearly outlines the overall responsibilities, physical requirements (through the relevant Job Dictionary) and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

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ABN 72 427 835 198

<b>Signature of Employee</b>	
<b>Print Name</b>	
<b>Date</b>	/ /

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