



POSITION DESCRIPTION

TECHNICAL SERVICES MANAGER



**Gladstone Ports
Corporation**

Growth, prosperity, community.

POSITION DESCRIPTION

TECHNICAL SERVICES MANAGER

Position Number	1082
Position Status	
Position Supervisor	Asset Management & Project Services General Manager
Department	Asset Management & Project Services
Job Level of Work	

Job Context

GPC's Cargo Handling Operations (CHO) team is accountable for the operation and "whole of life" management of GPC bulk handling assets. This asset base includes 6 ship loaders, 4 dump stations, 6 berths, 121 conveyors and supporting structures, 54km of conveyor belt, 9 trippers, 1 stacker, 31 dozers and loaders, a complex control system, services infrastructure (water, electrical, fire), and numerous other ancillary pieces of equipment.

These assets form part of our Operating system and are required to meet necessary standards and performance expected from the CHO team by our stakeholder. Also, throughout their lifecycle, these assets not only require ongoing care and maintenance but also require continual refinement and improvement in alignment with the development of our Operating system.

Job Purpose Statement

The Technical Services Manager is accountable for managing the delivery of technical and site services to GPC's CHO. This includes Engineering, Warehousing and Contract Services, as well as the application of engineering practices in order to deliver the required asset performance to meet the department's plan targets.

Job Accountabilities

- Provide leadership to the Technical Services section ensuring that team members share the same vision, have clear understanding of GPC policy and department direction, and provide an environment in which the Technical Services team can perform to the best of their ability in delivering the departments and sections business objectives.

Your leadership of the section will have particular focus on:

- Instilling GPC values through your behaviours and managing the behaviours of Technical Services team members.
- Using formal performance management systems to effectively review and recognise workgroup and individual performance, and address performance issues where required.
- Ensuring appropriate skill level within the section by identifying gaps in the individuals Training and Development plans and providing appropriate pathways for compliance to these plans.
- Developing a team culture that aligns the broader GPC values with specific department value drivers.

- Ensure the Technical Services workgroups, and contractors engaged by them, meet or exceed the Health, Safety & Environment Management System requirements by fostering HS&E aligned working behaviours, conditions and practices, targeted at achieving zero incidents and injuries.
- Management of the Technical Services business plan:
 - Development annual business plan for section in alignment with the Cargo Handling Operations Department 3 year business plan.
 - Implement business plan, ensuring the plan is monitored and revised in order to meet plan targets and commitments.
 - Management of section budgets and financial resources in alignment with annual plan.
- Custodian of Cargo Handling department technical standards and processes, ensuring they are maintained in alignment with Australian and industry standards and best practice and modified as value adding opportunities are identified.
- Set direction for the Technical Services Section, including the identification and evaluation of opportunities for significant improvement in the Technical Services area.
- Accountable for the delivery of the full suite of multi discipline capital and maintenance projects assigned to Technical Services, in accordance with corporate and department governance processes and to agreed specifications, standards and deliverables.
- As a member of the Departments senior management team:
 - Provide input to the development and delivery of the Departments business plan and related capital and operating budgets.
 - Support the department General Manager and other team members to undertake their accountabilities.
 - Contribute actively to the General Manager's team processes.
 - Contribute to the development of the department's Business Improvement framework and implement relevant elements within the Technical Services section.
- Comply with all the Health, Safety and Environment management system requirements;
- Comply with GPC's Code of Conduct and lead by example GPC's values and guiding principles:
Growth, Prosperity, Community
Our values represent the essence of our organisation. They are deeply held convictions, priorities, and underlying assumptions that influence our attitudes, behaviours and shared beliefs – why we are here, what we stand for and what we will strive for “together”.
- Comply with GPC's policies, standards and procedures in the workplace.

Decision Making Authority & Impact

- Approval of leave and majority of ancillary employee benefit requests for direct reports.
- Provide recommendation regarding the recruitment of team personnel.
- Disciplinary action up to but not including summary dismissal.
- Training priorities in line with Learning & Development plans.
- Expenditure authority in accordance with GPC policy.
- Ability to access necessary information, obtain resources and use of facilities or equipment needed to carry out work of this role.
- The Technical Services Manager has the ability to commit funds to purchase items that are in approved budget as per financial delegations.
- Allocation of priorities for the Technical Services Section.

As in accordance with company policy/systems:

- Ability to access necessary information, obtain resources and use of facilities or equipment needed to carry out the work of this role.

Job Challenges & Impacts

- Resistance to change.
- Communicating the vision and engaging and involving all employees within Technical Services Section.
- Enhance capabilities of employees by creating opportunities for personal and professional development.
- Operate effectively in an environment where there are conflicting demands on resources and budgets.
- Establish and maintain relationships within GPC departments.
- Integration of all Technical Services within Cargo Handling Operations and other GPC departments as required.
- Ensure the effective utilisation of resources in conjunction with other Departments.
- To influence the safety culture at GPC, including our contractor workforce, by ensuring our safety systems run efficiently and effectively.

Key Relationships

Internal

- Constant interaction with the General Manager:
 - Regarding engineering issues affecting the Technical Services Section.
 - Discuss progress and report on status of engineering and maintenance projects and objectives.
- Register interaction with Departmental Manager and Superintendents:
 - Discuss and follow up progress of projects/objectives within their work-group/section.
 - Two-way communication to ensure consistent application and approach to the implementation of the Departmental Business Plan.
- Regular interaction with all Technical Services personnel.
- Interface with Port Planning and Development Department.

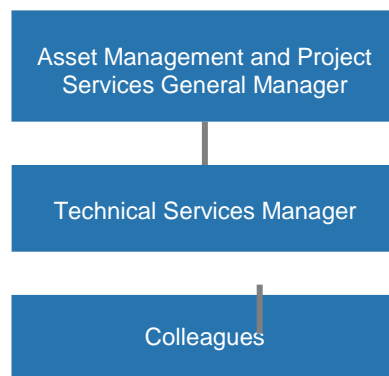
External

- Liaison with Government, Regulatory and Commercial bodies:
 - Ensuring project compliance with engineering standards and legislative requirements.
- Liaison with Industry Representatives:
 - Knowledge transfer with other industry peers.
- Liaison with Consultants, Suppliers and Contractors:
 - On supply of services.

Level of Supervision

Direction is provided in terms of objectives which may require the planning of staff, time and material resources for their completion. Limited detailed guidance will be available and the development or modification of procedures by the employee may be required. Performance will be measured against objectives.

Organisation Chart



Formal Qualifications

- Tertiary qualifications in Engineering.
- Frontline Management (preferably supported by formal qualification).

It is **essential** for the job holder to demonstrate experience and/or knowledge in the following:

- Highly developed:
 - Leadership skills – including motivational, guidance and mentoring skills.
 - Supervisory skills – including appropriate delegation and performance orientation.
 - Negotiation skills.
 - Conflict resolution and communication skills (interpersonal, written, verbal).
- Extensive operational engineering experience in either civil, structural, electrical or mechanical area.
- Ability to problem solve and think outside the square.
- Advanced knowledge of MS Office Suite including MS Project, reliability software, and work flow maintenance management systems.
- Well-developed planning and organisational skills.
- Demonstrated success facilitating significant organisational and systems change.
- Experience with change management processes.
- Ability to work effectively in a team environment.
- Demonstrated success at creating innovative solutions to complex problems.
- Resilience in a complex and demanding environment.
- Able to articulate complex issues concisely to large groups.

It is **desirable** that the incumbent is able to demonstrate experience and/or knowledge in the following:

- Member of RPEQ or willing to work towards qualification.
- Diploma or masters in project management or equivalent.

Selection Criteria

Candidates, please provide detailed examples of how you exhibit the experience, knowledge, and skills required for the position when preparing responses to the selection criteria. Please refer to our Job Applicant Guide for instructions on how to respond to the selection criteria.

Competency	Description
1. Engineering Systems & Asset Management	<ul style="list-style-type: none"> • Demonstrated engineering and technical systems leadership experience in a heavy industrial environment. • Understands Asset Management Systems requirements (ISO 55000). • Understands reliability engineering concepts and methodologies. • Ability to apply the appropriate tools, systems and methodologies within a “Whole of Life” asset management framework. • Demonstrated ability to communicate and apply risk management principles in the management of assets and the execution of maintenance and project activities. • Demonstrated ability to write effective Capital Expenditure Proposals, Capital Expenditure Approvals and Board Resolution documents. • Demonstrated understanding of statutory compliance requirements for registerable plant.
2. Leadership	<ul style="list-style-type: none"> • Role model strong leadership and professional qualities as evidenced by the ability to build trust, focus on results, coach and develop others and role model commitment to GPC’s vision, mission and values. • Demonstrated ability to model, foster and advocate for a positive safety culture. • Demonstrated high level of interpersonal, verbal and written skills including the ability to liaise, influence and create positive relationships inside and outside of GPC. • Demonstrated experience in mentoring both graduate and experienced engineers, within engineering principles and qualifications. • Highly developed Leadership, Negotiation and Conflict resolution skills.
3. Project Management	<ul style="list-style-type: none"> • Knowledge and skills in project management, including methodologies and supporting tools. • Experience with change management processes. • Experience with business improvement methodologies and tools.
4. Safety	<ul style="list-style-type: none"> • Demonstrated ability to model, foster and advocate for a positive safety culture.
5. Communication	<ul style="list-style-type: none"> • Demonstrated high level of interpersonal, verbal and written skills including the ability to liaise, influence and create positive relationships inside and outside GPC.
6. Modelling GPC Values & Guiding Principles	<ul style="list-style-type: none"> • Our values of Growth, Prosperity and Community underpin our behaviours in pursuit of becoming the most respected Port in the nation. Willingness to understand, demonstrate and encourage the values and behaviours of GPC.