

	POSITION DESCRIPTION			PD097
	Works Support Coordinator			
Classification	Professional	Status	Permanent Full-Time	
Directorate	Infrastructure & Development	Incumbent	Vacant	
Department	Works & Services	Reporting to	Manager Project Works & Services	

PURPOSE OF THE POSITION
<ul style="list-style-type: none"> Reporting to the Manager Project Works & Services and working in conjunction with the Works & Services (W&S) Supervision Team, this role participates in and has responsibility for supporting the delivery/implementation of the Council's operation & maintenance and capital works programs. Effective coordination, leadership and direction to the Works & Services team through operational planning, constructive people and performance management, continuous improvement, and actively fostering a positive and safe workplace culture which contributes to the overall success of the Works and Services workforce. To support and provide guidance and system controls to ensure that any works undertaken in the municipal area are in accordance with approved Council's service levels, construction issue drawings, relevant standards and WHS systems. In collaboration with the Manager Project Works and Services, lead and foster the culture change of the Works and Services department.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Support and coordinate the successful delivery of the Operations and Maintenance Activities and Capital Projects programs	<ul style="list-style-type: none"> Support the coordination of the W&S operations & maintenance and capital works programs including project planning, project management and financial management cost and budget control are completed as per program and within budgetary specifications, including: <ul style="list-style-type: none"> Involvement with projects during all phases; Project planning and scheduling between Works and Services and Infrastructure teams; Accurate and detailed cost estimates are established for budget and major works; Involvement during tendering phase as well as during safety and constructability reviews, where required; In collaboration with Manager Project Works and Services, develop, monitor and update forward works programs to support Asset Management planning, budget preparation and monitoring; Procurement for projects and day to day operations and maintenance; Support and Coordination of resources to deliver program and projects, on time and within budget; Contractor management for projects and operational activity; Project management and financial management cost and budget controls are developed, monitored and program and projects completed as per program and within budgetary specifications.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> ▪ In collaboration with the Manager Project Works and Services, provide advice, direction and guidance to Supervisors and Works and Services employees and contractors on the delivery of capital projects and operations and maintenance activity. ▪ In conjunction with the Manager Project Works and Services, develop Key Performance Indicators for the team of the Works and Services department. ▪ Assist in the resolution of customer queries in accordance with Council expectations, and service levels. ▪ Promote a positive image of Council both individually and across the Works and Services department.
Responsibility for the scheduling, monitoring, and reporting of progress for the adopted Project Works & Services operational and capital budget	<ul style="list-style-type: none"> ▪ Lead the structuring and continued improvement of Council's resource based operational and maintenance budget ▪ Active involvement of the scheduling of project works and services within the W&S Department and Infrastructure Directorate ▪ Capital expenditure completed within budget allocation. ▪ Employees are aware and actively monitoring the financial position of their relevant work areas. ▪ Resources are sourced and approved via the Council's procurement process. ▪ Ensure Council and Executive/Senior Management Team reports are concise and accurate and completed within required timeframes.
Management of Plant and Equipment	<ul style="list-style-type: none"> ▪ Plant and equipment are safely and securely stored and maintained in accordance with safety and operational maintenance requirements. ▪ A cost-effective Plant ownership and hire balance is planned and managed to implement Council's agreed service levels. ▪ Records and documentation are maintained in relation to usage of plant and equipment.
Manage Council's After-Hours Response Roster to ensure essential services are maintained 24/7 according to required standards and continuous supply is maintained	<ul style="list-style-type: none"> ▪ Schedule and maintain staff roster. ▪ Ensure knowledge is shared across After Hours Response Team and consistent performance management practices are applied. ▪ Resources used efficiently. ▪ Training identified to support ongoing service requirements. ▪ Multi-skilling of Response Team is managed to ensure flexibility across all operations
Emergency Response Coordinator	<ul style="list-style-type: none"> ▪ Be suitable for appointment as Council's Municipal Emergency Management Coordinator ▪ Act as the Council's Municipal Emergency Management Coordinator in accordance with the functions and powers conferred by the Emergency management Act 2006
Standard Clauses in Coordinator PD	
Work Health and Safety	<ul style="list-style-type: none"> ▪ To have a sound understanding and knowledge of legislative requirements that apply to Council under the Work Health & Safety Act & Regulations 2012. ▪ To give clear instruction, guidance and support to Supervisors, employees and contractors within your charge to ensure that legislative requirements, procedures, directives and policies of Council are met. ▪ Promotion of Council's Safety Management System and associated documents.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> ▪ Investigating contributing factors and root cause of Incident/Hazard Reports and documenting corrective actions to be taken. ▪ Reviewing, updating and creating TMPs, SWMS, JSAs and SOPs when required. ▪ In collaboration with the Manager Project, Works and Services ensure Work Health & Safety practices are further developed, implemented resulting in compliance. ▪ Ensure all staff members have the appropriate licences, qualifications and inductions prior to the commencement of work.
Budget and Cost Estimates	<ul style="list-style-type: none"> ▪ Prepare budget and project cost estimates and monitor expenditure within areas of responsibility to ensure objectives are achieved within allocated funds.
Procurement	<ul style="list-style-type: none"> ▪ Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Asset Management	<ul style="list-style-type: none"> ▪ Work in collaboration with the Asset Management team as a key participant in rolling service reviews and updating Asset Management Plans. ▪ Inspections of Council's assets and providing relevant information to the Asset Management and broader Infrastructure teams, as appropriate.
Change Management, Continuous Improvement and Workplace Culture.	<ul style="list-style-type: none"> ▪ In collaboration with the Manager Project, Works and Services, provision of leadership in the areas of continuous improvement, culture change and constructive relationships whilst fostering an equitable and fair workplace. ▪ Improved efficiencies through continuous improvement and implementation process/es. ▪ Actively participate and support change initiatives. ▪ Support innovative IT opportunities to enhance service delivery in the field and capture of data. ▪ Appropriate workforce consultation and communication practices.
Leadership - Managing, teamwork, mentoring and coaching	<ul style="list-style-type: none"> ▪ Professional, ethical and inclusive leadership which enables individuals and operational objectives to achieve strategic outcomes and promote core values. ▪ A workplace culture which has a solutions-based capability promoting innovation, new approaches and solutions; enhancing individual and organisational capability to deliver excellent and responsive services. ▪ In collaboration with the Manager Project, Works and Services: <ul style="list-style-type: none"> ○ build a team which values and rewards integrity, trust and innovation. ○ provide great role modelling for the supervisors and broader Works and Services workforce by actively mentoring and/or coaching them in the performance of their role. ○ encourage constructive and objective communication with colleagues and ensure matters are dealt with respectfully, and in a timely manner. ○ work to build a "great place to work culture" and support Council development programs. ○ work with all colleagues/departments towards a "one team" culture. ○ develop an environment which embraces diversity in ideas and encourages whole of team participation. ○ leading by example, develop an environment where everyone takes ownership and responsibility for their own actions and omissions.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> ○ Leading by example, ensure the values, vision and mission statement drive the behaviour and actions of the team.
Human Resources – Management of Employees	<ul style="list-style-type: none"> ▪ Compliance with HR policies and procedures demonstrated. ▪ Support and guidance to staff, assisting them with the delivery of obligations. ▪ Individual accountabilities and performance objectives are communicated, monitored and achieved through effective leadership, management and coordination of the team. ▪ Staff performance managed including conducting employee appraisals, reward and recognition of effort and managing under performance effectively. ▪ Recruitment and selection processes completed in accordance with Council Policies and Procedures. ▪ Management of attendance, absenteeism and excessive leave balances as well as timely processing of employee timesheets and leave requests. ▪ Assists in the establishment, implementation and monitoring of Employee return to work plans as required.
Participate and contribute positively as a team member to achieve the agreed work plans and team objectives	<ul style="list-style-type: none"> ▪ Be responsible for the quality of one's own work and exercise discretion in accordance with training and knowledge. ▪ Participate and contribute positively as a team member to achieve the agreed work plans and team objectives. ▪ Adopt changes in operating practices to achieve team objectives and identified efficiencies.
Operate small plant and vehicles in the correct manner, ensure maintenance undertaken and logbooks are completed as required	<ul style="list-style-type: none"> ▪ Operate small plant, machinery/equipment and vehicles in the correct manner and carry out routine maintenance to ensure good operating condition in accordance with operating standards. ▪ Major faults/damage reported and followed up in accordance with Project Works and Services procedures. ▪ Follow Safe Operating Procedures and use correct PPE. ▪ Relevant documents completed for all maintenance/servicing/faults/damage as required, and logbooks, where requested, are correctly completed.
Vehicle Use	<ul style="list-style-type: none"> ▪ Operate vehicles in the correct manner and carry out routine maintenance to ensure good operating condition. ▪ Major faults/damage reported and followed up in accordance with Project Works and Services procedures. ▪ Relevant documents completed for all maintenance/servicing/faults/damage as required, and logbooks, where requested, are correctly completed.
Documentation	<ul style="list-style-type: none"> ▪ Complete daily and weekly documents as required in a prompt, accurate and legible manner. ▪ Actively and positively participate in the development and implementation of risk assessments, safe work method statements, safe operating procedures and other Work Health & Safety requirements.
Teamwork	<ul style="list-style-type: none"> ▪ Participate and contribute positively as a team member to achieve the agreed work plans and team objectives.
Training and Development	<ul style="list-style-type: none"> ▪ Undertake training and development as directed to ensure high standard of service delivery.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Meetings and Interactions	<ul style="list-style-type: none"> ▪ Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	<ul style="list-style-type: none"> ▪ Maintain a “can do” attitude when dealing with members of the public, councillors, and other council officers. ▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. ▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	<ul style="list-style-type: none"> ▪ Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	<ul style="list-style-type: none"> ▪ Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	<ul style="list-style-type: none"> ▪ Records are created, used, maintained, recorded and managed in accordance with the Council’s Information Management Policy.
Risk Management	<ul style="list-style-type: none"> ▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. ▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation. ▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Additional Duties	<ul style="list-style-type: none"> ▪ Acting Manager Project Works & Services during times of leave or absence ▪ Other duties as directed within the scope of the position. ▪ Be available to work outside of normal working hours if required.

SPECIAL CONDITIONS
<ul style="list-style-type: none"> ▪ A current driver’s licence is an essential requirement of this position. ▪ A pre-employment medical including drug and alcohol testing is required prior to commencement. ▪ A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
 - Take reasonable care for your own safety and that of others at their work.
 - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
 - Report safety hazards to minimise and control risk.
 - Report immediately any incident or injury which arises in the course of your work.
 - Ensure completion of induction, instruction and training prior to undertaking tasks.
 - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
 - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager Project Works & Services

Direct Reports Nil unless acting in the position of Manager Project Works & Services

Internal Liaisons: The Works Support Coordinator is required to operate as an effective part of the Works and Services department and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.

External Liaisons: The Works Support Coordinator interacts with the public, contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Works Support Coordinator exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Manager Engineering Services

PERSONAL ATTRIBUTES

- Displays discretion and integrity.
- Ability to lead, motivate, mentor and develop employees.
- Ability to provide a positive contribution within a team environment.
- Committed to organisational goals and customer service which projects a positive public image for Council. A commitment to continuous improvement for themselves and others to enhance service delivery and commitment to the pursuit of high standards and best practice.
- Inclusive and effective communication skills which can respectfully communicate abstract concepts to others.
- Ability to build and maintain constructive relationships.
- Proven strategic thinking capability, management skills and an ability to achieve results.
- Enthusiasm and commitment to sustained effort through diligence and pursuit of high standards.
- Commitment to ongoing personal and professional development which drives best practice.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Strong collaborative skills which enable effective engagement within a high functioning cohesive team.
- Ability to employ sound judgment and decision-making competing demands.
- Ability to show initiative in planning and developing new ideas and approaches.
- Possess high level conflict resolution and negotiation skills with the ability to achieve optimal outcomes for Council.

POSITION – INHERENT PHYSICAL REQUIREMENTS

The work is likely to require a certain amount of physical activity, such as:

Activity	Never	Occasional	Frequent	Constant
Stooping		X		
Climbing		X		
Walking			X	
Lifting		X		
Pushing		X		
Pulling		X		
Reaching		X		
Standing			X	
Twisting		X		
Squatting		X		
Sitting			X	
Kneeling		X		
Bending		X		
Noise		X		
Support one hand		X		
Two hands required		X		
Vibration one hand		X		
Vibration two hands		X		

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Formal Qualifications

- Tertiary or equivalent qualifications or equivalent industry experience in Project Management, Management, Civil Construction, Engineering or related field.
- Current unrestricted Tasmanian driver's licence

Knowledge & Experience

- Proven ability to lead, motivate and support a diverse workforce which is professional, ethical and inclusive and which enables individuals to achieve operational and strategic outcomes within a safe and constructive workplace.
- Demonstrated practical knowledge of best practice civil construction and maintenance operations including plant, labour and materials management.
- Demonstrated effective written and oral communication skills including the ability to use computer software relevant to the role.
- Proven strategic thinking capability, management skills and an ability to achieve results.
- Demonstrated effective written and oral communication skills including the ability to use computer software relevant to the role.
- Financial management skills with proven experience in managing large and complex budgets.
- Demonstrated effective written and oral communication skills including the ability to write high level reports.
- Proven ability to prioritise and program work and manage project resources within an environment of conflicting pressures and priorities.
- Demonstrated ability to read and interpret plans and specifications for projects, estimate the cost, duration and resources required, control costs and forecast expenditure for project activities.
- Ability to manage stressful situations and have effective negotiation and dispute resolution skills
- Safe Work practices and understanding of WHS requirements
- Sound computer skills with experience in the use of a range of software packages relevant to the role including works and asset management.
- Experience with Smart Phones and online technology and willingness to use as part of your role.

SELECTION CRITERIA

Essential

1. Tertiary qualifications or equivalent industry experience in Project Management, Management, Civil Construction, Engineering or related field.
2. Proven ability to manage, lead, motivate and support a diverse workforce which is professional, ethical and inclusive and which enables individuals to achieve operational and strategic outcomes within a safe and constructive workplace.
3. Demonstrated effective written and oral communication and interpersonal skills including the ability to relate to a wide range of people; within the community and representatives of authorities, contractors, developers and consultants.
4. Strong understanding of, and demonstrated skills in, frameworks that provide outstanding service delivery outcomes.
5. Commitment to personal integrity, continuous improvement and understanding customer expectations in order to supply best value for money services.
6. Financial management skills with proven experience in managing large and complex budgets.
7. Demonstrated knowledge, and commitment to, Risk Management principles, Work Health and Safety legislation and Safety Management Systems.

Desirable

8. Experience in a senior supervisory or management role within a project management or civil construction environment.
9. Local area knowledge.

10. Road construction and maintenance experience.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____