



City of
Norwood
Payneham
& St Peters

COORDINATOR, CIVIL MAINTENANCE

POSITION & PERSON DESCRIPTION

May 2018

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes, align with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The Organisational Values are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT:	Urban Services
UNIT:	City Services
SECTION:	Civil Maintenance
ORGANISATIONAL RELATIONSHIP:	<p>The position reports to the Manager, City Services</p> <p>The Position is also expected to work in collaboration with the Works Coordinator, Parks & Gardens, Urban Services staff, Volunteers and other staff throughout the organisation as required.</p>
NO. OF DIRECT REPORTS:	Team Leaders (1) and up to fifteen (15) staff
AWARD & CLASSIFICATION:	<p>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</p> <p>General Officer, Level 5</p>

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OVERVIEW

The Coordinator, Civil Maintenance, is responsible for the delivery and coordination of operations associated with the maintenance of roads, footpaths, line marking, drainage, signage and collection of illegally dumped hard refuse throughout the City.

The position is based at the Council's Works Depot and reports to the Manager, City Services. Resources within the Coordinator, Civil Maintenance area of responsibility include Team Leaders and multi-skilled Team Members within the Civil Maintenance Unit. There is also scope to engage contractors to undertake specialist tasks within the area of responsibilities.

The position is responsible for an annual operating budget and for planning future budgets in consultation with the Manager, City Services.

The Coordinator is responsible for:

- the coordination and delivery of requests for service associated with civil works;
- the oversight and management of the staff outcomes and deliverables;
- the quality of civil maintenance;
- ensuring that work processes and methods which are employed by staff meet the organisations expectations and align with "best practice";
- that works are programed and delivered in a timely and efficient manner;
- people and performance management of all staff within the Civil Maintenance Unit; and
- ensuring compliance with work practices, procedures and policies.

The Coordinator, Civil Maintenance, will work constructively with the Team Leader, Civil Maintenance to ensure effective operational management of staff within the teams and the delivery of the responsibilities of the position.

The Coordinator, Civil Maintenance, will assist with the development and maintenance of a culture and approach to work, expected of the Civil Maintenance Unit, which focuses on addressing infrastructure defects in a proactive manner, while responding to reported defects, using a logical risk-management approach. The incumbent will use their high level of technical skill and experience to help solve problems and direct and guide staff accordingly.

The Works Coordinator has a key role in ensuring that staff are provided with a safe working environment as set out in the *Work Health and Safety Act 2012*, and that safe operating procedures are regularly reviewed, revised and communicated to staff and most importantly, are observed by staff. The Coordinator, Civil Maintenance, is expected to provide high quality service and ensure that customer requests relating to the areas of responsibility are addressed in accordance with the organisations expectations and standards.

Normal office hours will apply, however, a flexible approach to working hours is expected and from time to time, as required, some out of hours work is also required to be performed.

A key outcome expected from the Coordinator, Civil Works, is that "best value" is delivered to the community through the efficient use of resources. Pursuit of optimum productivity through the optimal deployment of resources is also expected.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.



POSITION OBJECTIVES

- To provide leadership and direction to Civil Maintenance staff and to foster a culture of continuous improvement.
- To ensure the City's civil infrastructure assets and services are maintained in a manner which maximises the life of the assets and maintains public safety.
- To ensure that graffiti in the public realm is effectively managed through prompt removal.
- To resolve and adequately address customer concerns relating to the areas of responsibility.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Leadership and Continuous Improvement.
 2. Civil Maintenance Works and Services Management
 3. Customer Service
 4. Budget Planning and Reporting
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values



OPERATIONAL RESPONSIBILITIES Key Responsibilities & Key Tasks

1. Leadership and Continuous Improvement

- Assist the Manager, City Services to identify human resource requirements and participate in the recruitment process for permanent and temporary (Contract) staff.
- Manage and lead staff, and undertake associated actions in accordance with the Council's policies and good human resource management principles.
- Monitor and authorise time sheets.
- Participate in the Council Employee Performance and Development System, EMPOWER.
- Assist the Manager, City Services to identify training and development needs and coordinate EMPOWER with staff within the Civil Maintenance Unit.
- Ensure compliance at all times with established policies, procedures and processes relevant to the City Services section (including safety and environmental procedures) and assist in the investigation and resolution of non-compliances.
- Drive and maintain a constructive and effective culture in accordance with the organisation's expectations, at all times.
- Understand and assist in the evaluation of operations, systems and processes and improve outcomes.
- Identify the need for, and drive the development and review of, Safe Operating Procedures associated with the areas of responsibility.
- Participate in cross function committees, working groups, reference groups and projects.

Performance Indicators

- Staff are managed effectively and deliver the desired expectations.
- Recruitment and selection is completed with fair appraisal against the task requirement of the role and the behavioural expectations of the Council and meets legislative requirements.
- All staff complete an EMPOWER and training and development needs are identified and reported to the Organisational Development Unit.
- The Council's Policies, procedures and processes are adhered to.
- Opportunities for improvement are developed and deployed in accordance with best practice problem solving methods applicable to the opportunity.
- Safe Operating Procedures exist for all tasks with an identified risk.
- Safe Operating Procedures are reviewed in accordance with the adopted review schedule.

2. Civil Maintenance Works Management

- Review incoming Works Requests and determine appropriate actions.
- Identify proactive Civil Maintenance needs and develop and deliver associated works programs.
- Ensure resources are deployed efficiently and effectively to undertake reactive and responsive maintenance works.

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- Ensure the appropriate standard and quality of work is being achieved by staff at all times.
- Provide technical guidance and direction to staff undertaking Civil Maintenance works.
- Engage contractors to undertake maintenance works as required and undertake appropriate supervision and monitoring of the contractors.
- Ensure that corporate records are kept as required in the State Records Act.
- Ensure all staff maintain accurate and timely records and daily job sheets at all times.
- Monitor and report to the Manager, City Services on matters relating to the areas of responsibility, such as Key Performance Indicators.

Performance Indicators

- Works requests are reviewed and the need for response determined within 48 hours of receipt.
- Annual works programs are developed and implemented.
- Infrastructure failures reduce in number annually.
- Works request deadlines (determined according to risk) are met – 85% target rate.
- Quality of work undertaken by staff is high and meets the Councils expectations.
- Technical matters and challenges are resolved using sound technical judgement.
- Contractor works are cost effective and contract documentation is maintained in accordance with the Councils Procurement standards and the State Records Act 1997.
- Data is compiled and used in an effective manner.
- Records and reports relating to the areas of responsibility are produced in an accurate and timely manner.

3. Customer Service

- Communicate with citizens and customers, both verbally and in writing, regarding all aspects of the areas of responsibility.
- Resolve requests and concerns in accordance with the organisation's standards and expectations.
- Inform citizens and customers of the outcome of any investigations into their concerns.
- Advise citizens of anticipated maintenance works.
- Undertake liaison with staff, Elected Members and the community, as required.



Performance Indicators

- Written responses are provided to incoming correspondence within seven (7) days.
- Written and verbal responses to customers are clear, accurate and meaningful.
- Customers are informed of the outcome of investigations into their concerns and the rationale behind the outcome.
- Residents and businesses are aware of works expected to impact on them prior to the works taking place.

4. Budget Planning and Reporting

- Assist the Manager, City Services, to develop annual budgets.
- Undertake regular monitoring of expenditure and ensure expenditure meets the allocated budgets.
- Undertake quarterly reviews of budget requirements and assist the Manager, City Services, in making submissions for budget alterations.

Performance Indicators

- Annual budget requirements are identified in accordance within corporate planning timelines.
- Expenditure within the areas of responsibility is contained within approved budgets.
- Variances between expenditure and budget are identified and reported on, according to corporate variance reporting requirements.

**ORGANISATIONAL RESPONSIBILITIES
Key Responsibilities & Key Tasks**

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisations continuous improvement program, Australian Business Excellence Framework (ABEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with Our Values and Community Well-Being.
- Pursuant to the Local Government Act, Section 110, observe and uphold the Code of Conduct for Council Employees.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Organisational values (Our Values) observed at all times.
- Participation in all ABEF programs as required.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- In addition to your obligations listed above, as a Coordinator you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
 - ensuring adherence to WHS policies and procedures within your sphere of control;
 - maintaining a basic awareness of safety issues within your respective area;
 - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, safety induction prior to commencing work;
 - coordinating, and participating in, local WHS consultation processes;
 - constantly reviewing working procedures and practices within your area of responsibility;
 - ensuring all plant, machinery and equipment is properly maintained;
 - identifying, assessing and controlling hazards and WHS risks; and
 - providing data related to local WHS performance as required.

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Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values (Our Values) are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.



PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- Driver's licence (mandatory).
- Qualifications in Civil Construction and Operational or Frontline Management is desirable.

KNOWLEDGE

- Expert knowledge of civil maintenance practices relating to footpath, kerb and road maintenance.
- Good knowledge of the properties of concrete, bitumen and associated materials.
- Basic knowledge of plant maintenance functions.

SKILLS

- Expert practical skills in working with one or more of: concrete, bitumen and block pavers; and associated materials.
- Excellent works programming and problem solving skills.
- Good time management skills.
- Good staff management skills.
- Good verbal and written communication skills.
- Good computing skills, particularly with the Microsoft Office suite (Word, Excel, etc).
- Good budgeting skills.
- Ability to work in an office environment and communicate effectively with higher levels of management.
- Ability to take and give direction.
- Ability to analyse numerical information and work with figures.
- Ability to coach and mentor less experienced staff.

EXPERIENCE

- Demonstrated leadership of teams and individuals.
- Demonstrated understanding and application of Occupational Health, Safety & Welfare principles.
- Demonstrated understanding and application of Environmental Management principles.
- Demonstrated experience in resolving customer concerns.

PERSONAL ATTRIBUTES

- Approachable.
- Ethical, fair and honest.
- Reliable.
- Committed to understanding the system in which we operate and achieving excellence.
- Open to personal and professional challenges.

DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal History (Police) Clearance.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development sources and maintain competency levels.
- Flexibility to adjust working hours to meet field and office work requirements.
- Some out of hours work may be required.
- Complete duties as requested by a more senior officer.
- Complete duties within the timeframes allocated.

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DATE POSITION CREATED: March 2018

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Works Coordinator, Civil Maintenance.

APPROVED BY:

Mario Barone
Chief Executive Officer

Date

Peter Perilli
General Manager, Urban Services

Date

Chris McDermott
Manager, City Services

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Coordinator, Civil Maintenance has been read and agreed to by

Coordinator, Civil Maintenance

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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