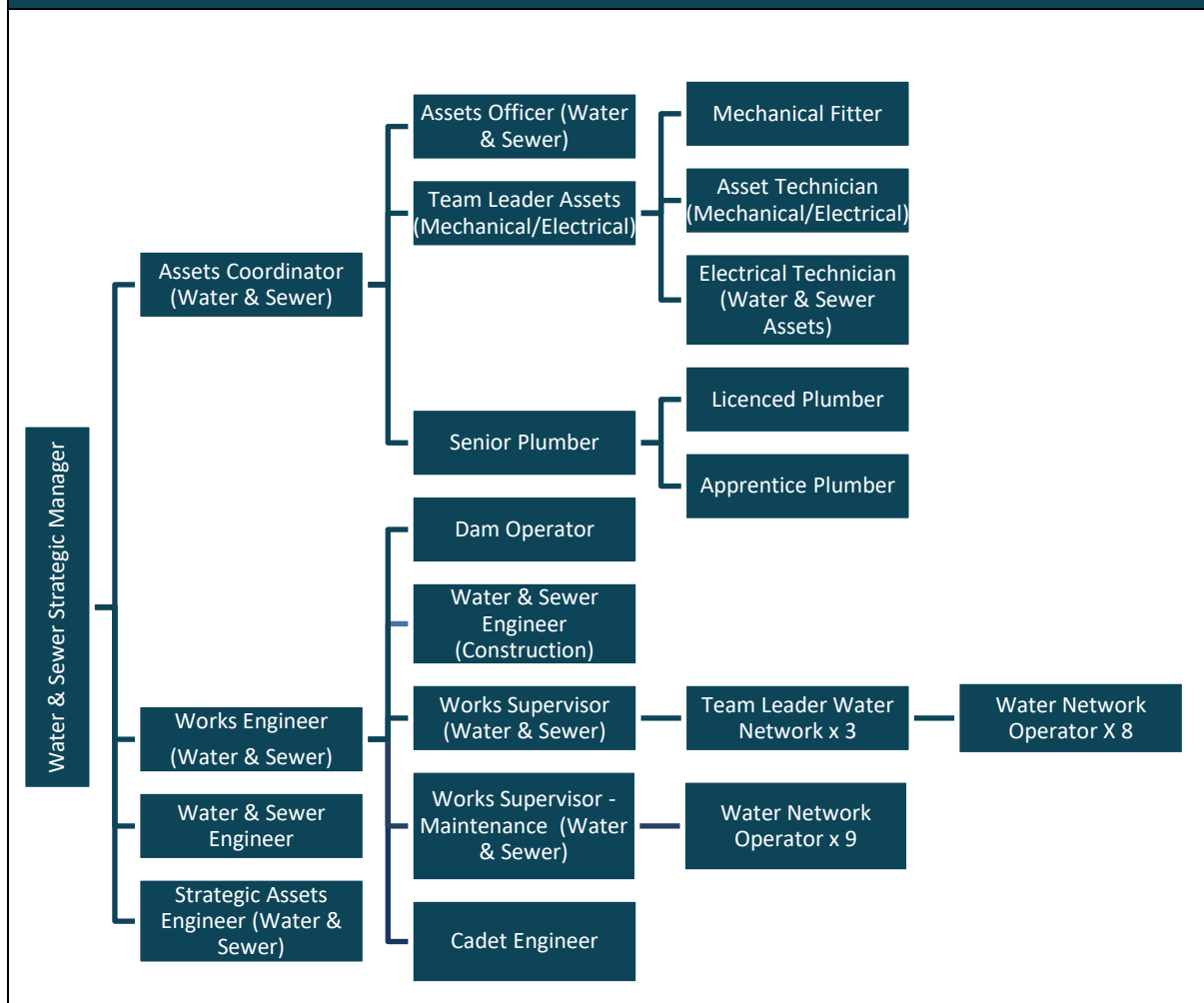


Position Title:	Works Supervisor – Maintenance (Water and Sewer)
Position Number:	5272
Division:	Technical Services
Section:	Water and Sewer
Grade:	9
Delegations:	As allocated in the Delegations Register

Primary Purpose

To lead, supervise, co-ordinate and undertake the maintenance works associated with a water supply and sewerage systems team.

Sectional Structure



Selection Criteria

Qualifications/Licences

- Relevant Tertiary Qualifications, at a minimum Certificate IV both in leaderships and/or technical aspects of the role.
- Current General Construction Induction Card (White Card)
- Current Class MR Driver's Licence
- Confined Spaces Certificate (or ability to rapidly acquire)
- Roads and Maritime Services Traffic Control Qualifications:
 - Traffic Controller Skill Set (formerly Blue Card)
 - Implement Traffic Control Guidance Plans Skill Set (formerly Yellow Card)

The following qualifications/licences are not essential, however, highly regarded:

- Certificate IV in Water Industry Operations or similar qualifications (e.g. trade qualification)

Skills and Experience

- Experience in a similar role including in programming the operation, maintenance and construction of water and sewer systems or similar civil works infrastructure, including an understanding of public health risks and environmental obligations.
- Demonstrated leadership and supervisory skills that promote high team performance, with the ability to coach, mentor and manage staff
- High level communication skills both verbal and written including the capacity to maintain effective customer service and read plans, develop works quotes
- Demonstrated experience in project management including excellent organisational and planning skills, budget control and manage contractors
- Well-developed computer literacy skills in the use of a variety of computer software packages
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

Water and Sewer Programs:

- Oversee the delivery of water and sewer maintenance programs (including system improvements) in consultation with the Works Engineer (Water and Sewerage)
- Application of established procedures associated with work health and safety (WHS), environmental and drinking water quality obligations.
- Effective operation, maintenance and construction of a water and sewer reticulation system team including contractors.

Supervision:

- Supervise, lead and mentor relevant employees and contractors to undertake assigned works in a timely, cost effective and quality standard. This also involves providing general feedback and advice, completing staff performance reviews and ensuring all timesheets and other relevant paperwork are completed in a timely manner.
- Assist in the development and training of the team.
- Develop and maintain a team that displays excellent work ethics and strives to continually improve the best possible outcomes.
- Monitor staff output to ensure adherence to work schedules and ensure compliance with relevant Standards and practices including Work, Health and Safety and environmental requirements and Council's Code of Conduct

- Supervision of contractors carrying out water supply and sewerage reticulation operation, maintenance and construction work and ensure that labour utilised within the team is used in an efficient and cost-effective manner.
- Lead and undertake tasks in accordance with site specific WHS requirements such as SWMS, PPE, confined space, traffic control, toolbox, electrical tool-tagging and hygiene procedures
- Coordinate and participate in an on-call roster including Supervisor on-call
- Coordinate renewal and Capital programs as required

Customer Service:

- Undertake periodic audits of homes and the water network to ensure system integrity
- Communicate and educate with customers on a range of water and sewer programs e.g. water restrictions, Inflow and Infiltration.
- Liaise with and notify residents and members of the public, service utilities, contractors and other stakeholders of works to be carried out
- Ensure all customer service requests (or CRM) are effectively handled in a timely and efficient manner.

Team Contribution:

- Supervise Hydrant Maintenance to ensure effective functioning according to relevant guidelines and standards.
- Supervise and mentor various tasks to maintain drinking water quality to Council's Drinking Water Quality Management Plan e.g. installation of backflow prevention devices according to Council Policy and guidelines, water mains flushing and scouring program
- Supervise and mentor operation, maintenance and construction of the sewer reticulation system including pipes, choke clearing, reconstructions, manholes and junction cut ins etc. to appropriate standards
- Report and remediate environmental pollution events in accordance with internal procedures (i.e. Council's Pollution Incident Response Management Plans (PIRMP's)).
- Undertake tasks in accordance with established administrative, operation and maintenance procedures including accurate and timely processing of paperwork such as WHS, daily work sheets, works as executed drawings, maintenance records, asset management records, and staff training
- Select appropriate plans, set up and monitor traffic control plans
- Plan interpretation and basic skills in setting out levels
- Perform other duties as directed from time to time that are within the competency and skills of the position
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities	
The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available here . The focus capabilities for this position are:	
Group	Capability
Personal Attributes	Resilience and Adaptability - Coaches "Shares it" <i>Express own views, persevere through challenges, and be flexible and willing to change.</i> <ul style="list-style-type: none"> Is flexible, showing initiative and responding quickly to change Accepts changed priorities and decisions and works to make the most of them Gives frank and honest feedback / advice Listens when challenged and seeks to understand criticisms before responding Raises and works through challenging issues and seeks alternatives Stays calm and acts constructively under pressure and in difficult situations
	Team Work - Coaches "Shares it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i> <ul style="list-style-type: none"> Contributes to a culture of respect and understanding in the organisation Creates an atmosphere of trust and mutual respect within the team Builds cooperation and overcomes barriers to sharing across teams/units Relates well to people at all levels and develops respectful working relationships across the organisation Identifies opportunities to work together with other teams/units Acts as a resource for other teams/units on complex or technical matters contributions
Relationships	Customer Focus - Coaches "Shares it" <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
	Plan and Prioritise - Demonstrates "Achieves it" <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i> <ul style="list-style-type: none"> Participates constructively in unit planning and goal setting Helps plan and allocate work tasks in line with team/project objectives Checks progress against schedules Identifies and escalates issues impacting on ability to meet schedules Provides feedback to inform future planning and work schedules
Results	

Technical	Health, Safety and Environment - Coaches "Shares it" <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i> <ul style="list-style-type: none"> • Pulls others up if their actions are unsafe • Makes time for face to face discussion about safety • Visibly checks and takes action to maintain health of self and others • Coaches and supports others on what constitutes safe workplace behaviour
Workforce Leadership	Manage and Develop People - Demonstrates "Achieves it" <i>Engage and motivate staff, develop capability and potential in others.</i> <ul style="list-style-type: none"> • Clearly communicates roles and responsibilities in the team • Discusses and sets clear performance goals and standards • Gives regular feedback with the aim of improving performance and helping others learn and develop • Recognises development needs of individuals and identifies suitable learning opportunities • Recognises ongoing performance issues and works towards resolving them

Corporate Values
<p>As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:</p> <ul style="list-style-type: none"> • Respect – is honest and respectful towards others and works as part of a team • Ownership - takes responsibility for actions • High Performance - pursues performance excellence and continually looks for improvement • Customer Focus - demonstrates a customer focused approach towards internal and external customers • Safety - works safely, in accordance with Council's Work Health and Safety policy and procedures • Diversity – Champion a diverse and inclusive workplace • Leadership – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities
<p>All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours • Participating in any applicable WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signed by Employee	
Date Signed	