CASSOWARY COAST REGIONAL COUNCIL

Position Description

Position Title:	Service Delivery Lead (Civil Works)
Position Number:	40175
Team:	Asset Maintenance
Division:	Infrastructure Services
Reporting To:	Principal Civil Operations
Direct Reports:	3
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	5

THE ROLE

The Service Delivery Lead (Civil), reporting to the Coordinator Operations and Resources, will work collaboratively with the Asset Maintenance team to successfully plan and coordinate efficient and effective construction and maintenance of civil infrastructure and other municipal works. Work will be performed on assets including but not limited to –

- Road pavements, surfaces and associated infrastructure
- Bridges
- Marine structures
- Stormwater drainage systems
- Footpaths and cycle ways

All such works will conform to plans, specifications and/or instructions provided. The Service Delivery Lead (Civil) will lead multi-functional teams and rotate across functions, specifically:

- Civil Construction (projects <$500k)
- Unsealed Roads, Roadside Vegetation and Open Drainage
- Sealed Roads, Road Maintenance Performance Contract (RMPC), Concrete Works

KEY OUTCOMES

- Leadership of multi-skilled teams across functions, providing a high standard of civil maintenance and construction outcomes
- Work tasks are completed by teams safely and efficiently, with a focus on achieving results
- Presenting a positive image of Council's workforce through delivery of quality customer service, timely and proficient completion of work tasks and the utilisation of efficient and effective work practices
- A unified and supportive team culture exists, working harmoniously and constructively with all teams to deliver Council services, promoting a multi-skilled environment and 'One Council' approach

KEY ACCOUNTABILITIES

- Lead field teams to ensure delivery of the defined maintenance and construction work programs associated with construction and maintenance of civil infrastructure and other municipal works
- Set expectations for work outputs and delegation of work in collaboration with the Asset Maintenance Planning team
- Provide coaching and skills development for Assistant Service Delivery Leads, Team Leads and team members aligned with Asset Maintenance team goals and delivery standards
- Manage performance matters in a consistent and timely manner aligned with Councils Values, Code of Conduct and procedures seeking organisational assistance, as required
- Lead and support Assistant Service Delivery Leads with setting team goals and individual and team performance expectations through the Achievement and Development Plan process
- Be responsible for the Work Health and Safety of all assigned team members and the general public by ensuring compliance to Council's Work Health & Safety Policy, Safety Regulations and Safe Work Practices
- Engage with team members to ensure open, honest and two-way communications and manage any queries raised by the team, seeking organisational support if required
- Lead and influence a positive safe work culture, including participation in Toolbox Talks
- Ensure work activities, inclusive of safety and quality standards, are completed in accordance with relevant designs, specifications and standards, procurement policy/practices and appropriately resourced
- Be responsible for organising and supervising assigned labour, plant and equipment to ensure the safe, efficient and economical utilisation of resources with minimal wastage and within allocated funding allocations
- Manage program and construction issues such as works progress, financial expenditure, inspections, site safety, environmental management and compliance of materials and workmanship
- Contribute to the improvement of customer experience by responding to Customer Requests and provide assistance when required
- Assist in the development of relevant Council policies and procedures, where required
- Have an overview of team information related to absenteeism, leave management, etc
- Support Assistant Service Delivery Leads and team members to ensure competent use of digital systems and tools (computer and tablets) as required, recording WHS information, work planning/completion, reporting, etc.
- Participate in recruitment processes
- Assist Council team and external contractors, as required, in relation to the management of Council's assets
- Have understanding of, and ensure consistent implementation and compliance of all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Coordinator Operations & Resources which generally fall within the scope of this position and are within the incumbent's skills, competence and training

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Respect, integrity, Courage) and the Code of Conduct for Council Employees in all interactions with internal and external stakeholders

- Exercises responsibility, takes an ownership role for and influences, Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Manages team performance/sets clear goals
- Responds flexibly to and assists teams to adapt to a changing environment
- Takes a broad perspective and looks for innovative approaches to problem solving
- Builds team capability
- Works collaboratively with others, models open communications, actively and attentively listens to others
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Trade / Industry qualification and extensive experience in civil infrastructure, construction or maintenance
- Demonstrated ability to lead multi-disciplinary teams to build capability and achieve goals
- Knowledge of legislative Work Health and Safety requirements and risk assessment processes
- Demonstrated ability to problem solve and develop effective and practical solutions
- Demonstrated ability to read design drawings/specifications and prepare job/cost estimates
- Well-developed verbal and written communication skills
- Ability to undertake job calculations and take offs
- Experience using Microsoft Office Suite and operating digital business systems
- Ability to demonstrate behavioural competencies
- Current Queensland “C” class drivers licence
- Construction Induction Card (White Card)

Desirable:

- Knowledge of Department of Main Roads RMPC requirements and procedures