



Croydon Shire Council

Position Description

Position Title	Town Services Supervisor
Department	Infrastructure
Award	Queensland Local Government Industry Award - State 2017
Award Classification	Stream A Division 2, Section 1 - Level 6 plus relevant allowances (depending on qualifications, skills and experience)
Position Type	Full Time - 38 hours per week (9 day fortnight) – 3 Year term
Reports To	Director of Infrastructure

Position Objective

To provide effective leadership and hands-on management of Council's water treatment operations, town parks and gardens maintenance, supporting capital works program and ensuring the delivery of safe, reliable and sustainable infrastructure and services for the residents and citizens of Croydon Shire Council.

Duties and Responsibilities

Water and Utilities Operations

- Oversee operation and maintenance of the Water Treatment Plant, pumping station and associated infrastructure to ensure safe, reliable water supply in compliance with Australian Drinking Water Guidelines
- Support coordination of water quality monitoring, sampling programs and regulatory reporting requirements
- Conduct routine inspections of water reticulation systems, manage spare parts and chemicals inventory, and coordinate repairs and preventative maintenance
- Liaise with Queensland Health, Queensland Water Regulator and other relevant bodies on water quality and compliance matters
- Participate in on-call roster including afterhours and weekends

Urban Infrastructure and Town Maintenance

- Lead and coordinate gardeners and labourers in the maintenance of town parks and gardens infrastructure, open spaces, parks, streetscapes and heritage buildings
- Support parks and gardens maintenance and presentation of Council facilities, caravan park, airport and swimming pool infrastructure
- Coordinate and support management of weed control, horticulture, minor landscaping and general town beautification activities
- Ensure all plant and equipment are operated safely and that daily maintenance and inspection records are completed
- Coordinate private hire cleaning requirements and liaise with the tourism department on heritage matters



Local Laws

- Coordinate and support the delivery of Local Laws functions, including;
 - Animal management, registrations and compliance
 - Weed, pest and vermin management
- Assist with compliance and education of Biosecurity, local laws, public notices, records, and follow-up (supported by the Local Laws position having a dotted line to Director of Infrastructure)
- Assist in collection and compiling of evidence for investigation of suspected and reported prohibited matters (supported by the Local Laws position having a dotted line to Director of Infrastructure)
- Assist in reporting of prohibited and reportable restricted biosecurity matters and notifiable incident to Biosecurity Queensland and relevant agencies.

Budget, Reporting and Administration

- Participate in annual budget preparation, estimating and works programming
- Prepare reports for the Council where required
- Complete timesheets, maintenance records and other administrative functions accurately and on time
- Ensure all corporate records are maintained in Council's Records Management System in accordance with approved policies

Stakeholder engagement

- Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers and the general public.

Code of Conduct

- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

- Comply with all work health and safety legislation, Councils Work Health and Safety Management System, and Council policies/procedures/work instructions and codes of practice.
- Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Advisor.
- Use appropriate protective clothing and equipment.
- Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.
- Mandatory attendance at Toolbox talks and training.

General

- Ensure punctuality and preparedness at the beginning of shifts. All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources



- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
- Establish and maintain effective professional relationships with Directors, Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation with their supervisors, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Ensure accurate cost tracking and reporting.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.

Qualifications / Skills / Experience

- Relevant trade, engineering or technical qualification, or substantial equivalent experience
- Whilst not mandatory, experience in water treatment operations and/or Local Government infrastructure maintenance is desirable
- Proven supervisory and team leadership experience
- Strong project delivery and contractor management skills
- Financial and budgeting capability
- Knowledge of relevant legislation (water, WHS, local government)
- High level communication and stakeholder engagement skills
- Current C Class Driver's Licence

Key Performance Indicators (KPI's)

- Quality of work performed
- Water treatment plant operations maintained in compliance with Australian Drinking Water Guidelines
- Town infrastructure and open spaces maintained to a high standard
- Capital and grant projects delivered on time and within budget
- Workforce supervised, mentored and performing effectively
- Milestone and grant reporting completed within required timeframes
- Customer requests documented and resolved appropriately



- Active participation in WHS and Cybersecurity training
- Compliance with Code of Conduct and Council policies
- Records Management maintained in accordance with Council procedures

Selection Criteria

- Demonstrated experience in water operations and/or urban infrastructure maintenance
- Certificate III Water Operations or relevant trade qualification (preferred, not essential)
- Experience with SCADA/Telemetry systems advantageous
- Proven ability to lead and mentor teams in a hands-on environment
- Strong project management, planning and budgeting and problem-solving skills
- Experience in Local Government (preferred, not essential)
- Commitment to WHS, continuous improvement and community outcomes

Certification

I have read the position description, and I am aware of the position requirements.

Employee Name: _____

Employee Signature _____ Date ____/____/____

Chief Executive Officer: Jacqui Cresswell

Chief Executive Officer Signature _____ Date ____/____/____