

Diamantina Shire Council

POSITION DESCRIPTION



Title:	TOWN SERVICES SUPERVISOR
Position No:	5012
Award:	Queensland Local Government Industry (Stream A) Award - State 2017 Division 2, Section 1 – Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services
Classification:	Level 4
Department:	Infrastructure Services
Branch:	Town Services and Facilities
Location:	Bedourie / Birdsville
Reports to:	Town Services and Facilities Manager
Direct Reports:	Five (5)

POSITION OBJECTIVE

The Town Services Supervisor is responsible for leading and managing the day to day operations and responsibilities of the Town Services team to ensure infrastructure assets are maintained in accordance with the asset management plan and works program.

The Town Services Supervisor will coordinate the team and other resources to provide optimum delivery of services, while fostering and supporting a positive culture of teamwork, safety and continuous improvement. This position liaises with external providers, contractors and teams and may be required to rotate through other supervisor positions within the Infrastructure Department.

COUNCIL'S VALUES

Innovation & Continuous Improvement: Council and staff seek to overcome challenges and take advantage of opportunities through a commitment to innovation. Through innovative thinking and constant review of our practices and approach, we are continually improving our performance and service delivery.

Teamwork: We recognise the importance of maintaining a creative and responsive work environment in which the community, councillors, management, and staff work constructively together in a spirit of teamwork, trust, and loyalty.

Quality: Council is committed to ensuring quality output by providing the organisation with resources that facilitate excellence in performance, commitment, and service delivery.

Accountability: Council has a responsibility to the residents and ratepayers of the Shire to be inclusive and responsive to their views and needs and to communicate effectively.

KEY RESPONSIBILITIES

- Plan, manage and supervise the day-to-day operations and activities of the town services team to ensure the team have the resources required to complete assigned projects / tasks to provide high quality works that conform to required specifications and/or work practices within agreed timeframes.
- Coordinate and undertake maintenance and construction work in accordance with industry standards including:
 - Planning landscaping and construction designs for new projects including plant and

- tree maintenance;
 - Turf care and grounds maintenance including weed control and mowing operations;
 - Installation and maintenance of watering systems; and
 - Managing the waste and landfill site.
- Prepare planned maintenance schedules, set priorities and monitor workflows to ensure the maintenance and cleaning of council facilities are completed in a safe, efficient and effective manner.
- Coordinate site operations providing clear and open communication to team members and undertake site inductions, team meetings and toolbox talks, as required, to ensure a safe and healthy workplace for the team.
- Supervise, coordinate and monitor:
 - the provision of waste services in the town including kerb side collection and tip maintenance;
 - the implementation of animal control policies and procedures in accordance with legislative requirements; and
 - routine inspections and maintenance of reticulated water and waste infrastructure to ensure its continuous operation.
- Undertake Airport Reporting Officer (ARO) duties in accordance with CASA requirements and ensure maintenance issues are dealt with in a timely and efficient manner.
- Lead and manage the performance and workflows of the team and contractors, to ensure the continuity of work is maintained and priorities are met in a safe, efficient, and effective manner.
- Model safe and healthy workplace behaviour and ensure the team follow procedures and safe work methods relating to work being undertaken.
- Ensure the team undertake plant pre-start inspections and report any defects or safety concerns to workshop services team.
- Assist in the preparation and monitoring of the town services budget and provide technical advice and reports to management on matters relating to this position.
- Work with the Manager to achieve high quality work within budgetary and time constraints as outlined in the agreed program of works.
- Provide work progress reports to the Manager and complete relevant safety, plant and job management documents including accurate timesheets and plant running sheets authorised daily for your team.
- Complete and document maintenance of infrastructure assets in accordance with the asset maintenance plan and works program and ensure administration tasks are completed and records are maintained in accordance with Council's policies.
- Proactively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently.
- Assist with prompt responses to customer requests / enquiries and communicate clearly with Council supervisors, teams and community stakeholders representing Council positively and professionally.
- Ensure that Council's Quality Assurance Program is adhered to and the obligations and responsibilities are met within Council's quality management framework.
- Comply with Council's Risk Management Policy and Framework, undertaking duties in a manner which is within an acceptable level of risk, as determined by Council's Risk Management Framework.

- Undertake risk management training and other training in accordance with council requirements.
 - Undertake other work as needed within the scope of the position, consistent with skills, competence and training and ensure availability for on-call duties, as required.
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KEY SELECTION CRITERIA

- Demonstrated experience in a supervisory role with strong leadership and team building skills with the ability to motivate, influence and foster teamwork across a varied and multidisciplinary workforce to achieve great customer service and positive outcomes.
 - Demonstrated previous experience and technical knowledge in road maintenance and construction, horticulture, landscaping and garden maintenance techniques including reading survey and landscaping plans.
 - Demonstrated experience in the use and maintenance of plant and machinery including small plant and equipment such as mowers, brush cutters and the operation of a skid steer.
 - Demonstrated ability to work under minimal supervision to manage and meet timeframes and deadlines and to problem solve routine and complex matters.
 - Sound oral and written communication and interpersonal skills including demonstrated experience in liaising effectively with a variety of stakeholders and the ability to prepare succinct reports.
 - Proven time management, organisational, conflict resolution and negotiation skills to ensure timely delivery of outcomes.
 - Demonstrated ability to review processes and procedures and identify, resolve and report on unclear or incorrect information in scopes of work.
 - Comprehensive knowledge and experience in the statutory requirements relevant to animal control and aerodrome operation including the regulated Airport Reporting Officer (ARO) duties.
 - Sound knowledge of irrigation system installation, operation and repair.
 - Sound level of computer skills, including working knowledge of the MS Office Suite.
 - Demonstrated understanding of and commitment to WHS principles and practices.
 - Willingness and ability to perform work outside of ordinary business hours.
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QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential

- Certificate III or IV in Horticulture, Landscaping or Civil Construction or ability to obtain
- 'MR' and 'C' Class Queensland Drivers Licence or higher
- Construction Safety Induction Card (White Card)
- Traffic Controller Level 1 or the ability to obtain
- Firearms Licence or ability to obtain
- Vaccinations in Hepatitis A & B
- Pre-Employment Health Assessment and National Police Check prior to appointment, as required

Desirable

- Minimum 5 years' previous experience in parks and gardens or similar supervisory position
- Plant Operator competencies in front-end loader, skid steer and forklift or ability to obtain

- Aviation Security Identification Card or willingness to obtain
- Airport Reporting Officer
- Blue Card (Working with Children) or willingness to obtain
- First Aid and CPR Certificate

Note: Council may require the applicant to undertake a Working with Children Check (Blue Card), physical fitness / medical test, drug or alcohol test, relevant skill test, machine competency test prior to appointment. It is a condition of employment that applicants agree to this requirement before appointment.

Mandatory immunisation or medical evidence of immunisation is required for some positions, as the work environment may involve exposure to areas identified as "at risk" work areas.

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and *Local Government Act 2009*, including but not limited to Council's Code of Conduct, Anti-Discrimination and Equal Employment Opportunity, Employee Welfare, the Environment and Service Delivery Standards and confidentiality.
- Fulfil recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines and maintaining confidentiality of Council information obtained during the course of employment.
- Perform jobs, tasks and processes in accordance with relevant guidelines and standards.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust and integrity.
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.
- Foster and maintain strong internal and external stakeholder relationships associated with Council and provide consistent and timely customer services to our colleagues and communities.

Work Health and Safety Responsibilities

- Undertake the responsibilities relevant to the WH&S Obligation and Responsibility Statement for the position, as amended from time to time.
- Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by *Work Health and Safety Act 2011* (Qld).
- Maintain a positive attitude towards acquiring an understanding of Work Health and Safety (WHS) legislation, including Council's WHS policies and procedures and WHS practices within individual work teams.

EXTENT OF AUTHORITY

As per Council's Delegation Register.

Position Description Acceptance

I have read and understood this Position Description and accept the objectives, responsibilities and requirements of this position.

Employee Name: _____

Employee Signature: _____

Date: _____