

Coordinator Works

At Council our position description reflects our core values which guide the work we do, ensuring a positive and productive environment while delivering high-quality services to our community. Each role is integral to upholding these values and contributing to the Council's mission and vision.

Position Title	<i>Coordinator Works</i>	Industrial Instrument	<i>Queensland Local Government Industry (Stream A) Award – State 2017</i>
Position Number	1108	Classification Level	Level 6
Department	<i>Roads, Public Spaces and Biosecurity</i>	Branch	<i>Works Services</i>
Directorate	<i>Infrastructure Services</i>	Status	<i>Ongoing Full Time</i>
Reports To	<i>Manager Roads, Public Spaces and Biosecurity</i>	Location	<i>Martin Street Depot</i>
Document last reviewed	July 2026	Direct Reports	4
Aim of Position	<i>The purpose of the Coordinator Works position is to provide operational leadership and coordination for Council's civil works and municipal maintenance activities, ensuring works are planned, delivered and monitored in a safe, efficient, compliant and community-focused manner.</i> <i>The role manages day-to-day operational delivery across assigned works programs, supervises team leaders, employees and contractors as required, and assists the Manager Roads, Public Spaces and Biosecurity with work programming, budgeting, procurement, asset management, reporting, risk management and continuous improvement. The position also supports other reasonable branch priorities and operational needs within the employee's skills, competence and training, as directed from time to time.</i>		

Our Values

Our workforce is guided by the values below, which underpin our service delivery, workplace culture and community engagement:



Opportunity

Embracing change, growth, and new possibilities.



Respect

Our people - Our heritage - Our environment.



Strength

Together with integrity and purpose.



Accountability

Our actions – Our impact – Our commitment.

Key Responsibilities

The key duties and responsibilities of this position include (but are not limited to):

Operational Works Delivery

- Provide day-to-day operational leadership, supervision and direction to Team Leaders, work crews and contractors to ensure works are completed safely, efficiently, to required quality standards and within agreed timeframes.
- Coordinate the planning, scheduling and delivery of operational works programs, including the effective allocation of labour, plant, equipment, contractors and materials.
- Monitor daily operations to ensure work activities remain aligned with approved programs, budgets, service levels, organisational priorities and changing operational requirements.
- Coordinate and supervise four team leaders for Council road, drainage, footpath, bridge, roadside, streetscape, park, open space, public amenity and other assigned municipal works activities.
- Ensure works meet required standards for safety, accessibility, appearance, environmental performance, asset protection and community amenity.
- Collaborate with other government agencies, internal departments, and community groups to deliver funded projects.
- Conduct and document site inspections to assess progress, quality, safety, compliance and required corrective actions.

Work Program, Budget and Resource Coordination

- Assist the Manager with preparation, monitoring and review of operational and directive capital works budgets by providing accurate works information, cost estimates, progress updates and resource requirements.
- Plan, prioritise and coordinate weekly, seasonal, programmed and event-driven road maintenance and civil works to meet service levels, risk priorities and operational requirements.
- Coordinate assigned minor capital works, maintenance programs, externally funded works and recovery-related activities as required, ensuring appropriate use of labour, plant, equipment, contractors and materials.
- Monitor delivery against approved programs and available budgets, address day-to-day issues within delegation and escalate risks, constraints or significant variations to the Manager in a timely manner.
- Provide operational input into forward-works planning, annual maintenance programs, resource planning, procurement processes, service reviews and continuous improvement initiatives.
- Support procurement and contractor coordination activities in accordance with Council policy, approved delegations and probity requirements.
- Maintain accurate records, works data, inspection outcomes, work history and asset condition feedback to support accountability, maintenance planning, renewal programs and informed decision making.

Transport Network & Civil Works

- Coordinate and oversee the delivery of construction, maintenance and renewal of Council's road network (sealed and unsealed), drainage systems, bridges and associated civil infrastructure;
- Oversee delivery of Transport and Main Roads (TMR) contracts, DRFA/REPA works and other externally funded civil programs, under the direction of the Manager;
- Coordinate traffic management, temporary works, and heavy vehicle permit approvals on local roads; and
- Represent Council on relevant committees, including the Hinchinbrook Road Safety Advisory Committee, ensuring timely reporting and administrative oversight.

Road Maintenance & Asset Oversight

- Coordinate inspections, prioritisation and rectification of defects across Council's sealed and unsealed road network, including pavement failures, potholes, edge breaks, shoulders, table drains, culverts and associated drainage assets.
- Oversee routine and programmed road maintenance activities to ensure works are delivered in accordance with Council standards, risk priorities, available resources and agreed service levels.
- Ensure road-related signs, guideposts, line marking, roadside furniture and other traffic control assets are monitored and maintained to support public safety and network functionality.



- Liaise with internal teams, contractors and external agencies to coordinate road maintenance works, minimise disruption to road users and ensure timely response to safety hazards and customer requests.
- Maintain accurate inspection records, work history, defect information and asset condition feedback to support maintenance planning, renewal programs and long-term asset management decisions.

Leadership and People Management

- Lead, supervise, support and coordinate team leaders, employees and contractors to achieve safe, efficient and accountable work outcomes.
- Provide coaching, guidance, mentoring and constructive performance feedback to support workforce capability, engagement and accountability.
- Promote a positive, respectful and collaborative workplace culture aligned with Council values, policies, procedures and Code of Conduct expectations.
- Support workforce planning, training, competency management, toolbox communication and safe work practices across operational teams.
- Undertake other duties within the employee's skills, competence and training as reasonably directed by the Manager or Director to meet branch and organisational requirements.

Plant, Equipment & Materials

- Ensure all plant, machinery and equipment used for road maintenance activities are operated safely, maintained in a serviceable condition, and comply with relevant legislative and Council requirements.
- Coordinate the efficient allocation and utilisation of road maintenance plant and equipment, including, but not to, graders, loaders, excavators, rollers, trucks, water carts, slashers and associated attachments.
- Manage the procurement, storage and effective use of road maintenance materials, including gravel, pavement materials, aggregates, bituminous products, culverts, drainage components, guideposts, signs and traffic control devices etc.
- Monitor plant and material availability to ensure the timely delivery of maintenance programs and minimise operational downtime.
- Liaise with Fleet Services and external suppliers to coordinate plant servicing, repairs, hire equipment and the procurement of maintenance materials as required.

Contract & Procurement Management

- Apply Council's procurement, contracting and tendering policies and procedures to ensure the compliant, transparent and efficient delivery of operational works.
- Coordinate and contribute to the preparation of technical specifications, scopes of work, cost estimates and evaluation criteria for quotations, tenders and service contracts.
- Coordinate and administer contracts for operational works, ensuring contractor performance, quality, safety and contractual obligations are effectively monitored.
- Liaise with Council's Procurement and Finance teams to ensure purchasing activities comply with legislative requirements, Council policies and delegated authority.
- Monitor contractor performance, work quality, programme delivery and expenditure, addressing performance issues in accordance with Council procedures.
- Verify completed works, review contractor claims and recommend payment in accordance with contractual requirements and Council's financial procedures.
- Maintain accurate contract records, procurement documentation and project files to support governance, auditing and legislative compliance.
- Promote best value outcomes by ensuring procurement activities achieve quality, cost-effectiveness, risk management and value for money while supporting Council's operational objectives.

Safety, Risk & Compliance

- Ensure all road maintenance activities are undertaken in accordance with the Work Health and Safety Act 2011 (Qld), Work Health and Safety Regulation 2011, relevant Codes of Practice, Council policies, procedures and Safe Work Method Statements (SWMS).
- Promote and maintain a positive safety culture by leading toolbox talks, pre-start meetings, risk assessments, hazard identification and incident reporting, ensuring appropriate corrective actions are implemented.

- Ensure appropriate traffic management measures are planned and implemented in accordance with the Manual of Uniform Traffic Control Devices (MUTCD), approved Traffic Guidance Schemes (TGS) and Council requirements to protect workers, road users and the public.
- Monitor and ensure the correct use of personal protective equipment (PPE), plant safety systems and safe work practices, ensuring all staff and contractors comply with legislative and Council safety requirements.
- Ensure road maintenance activities are undertaken in accordance with relevant environmental, biosecurity and cultural heritage obligations, minimising environmental impacts and complying with applicable legislation and Council policies.
- Participate in workplace inspections, safety audits and investigations, ensuring hazards, incidents and non-conformances are identified, reported and addressed in a timely manner.
- Ensure contractors engaged for road maintenance activities comply with Council's safety, environmental and operational requirements.

Customer Service & Communication

- Deliver high-quality customer service by responding to customer requests, service requests, CRM work orders and enquiries in a professional, timely and courteous manner, in accordance with Council's Customer Service Standards and organisational values.
- Liaise effectively with residents, landowners, contractors, utility providers, government agencies and other stakeholders regarding road maintenance activities, planned works, traffic impacts and access requirements, ensuring clear, timely and professional communication.
- Coordinate with internal departments and operational team leaders to prioritise, schedule and resolve road maintenance requests, ensuring effective service delivery and customer satisfaction.
- Provide accurate and timely information, advice and updates to customers, management and stakeholders regarding road maintenance programs, project progress, events, and operational issues.
- Maintain accurate records of customer requests, inspections, actions and outcomes within Council's corporate systems, ensuring appropriate follow-up and timely resolution.

Emergency & Disaster Operations

- Assist Council's emergency and disaster management activities in accordance with the Queensland Disaster Management Arrangements, Council's Local Disaster Management Plan (LDMP) and relevant operational procedures.
- Assist with disaster preparedness, response and recovery activities, including emergency road inspections, debris removal, vegetation clearance, flood response, drainage restoration, temporary access restoration and damage assessments of Council road infrastructure.
- Participate in disaster response activities as directed, including mobilisation of Council resources, coordination of plant and personnel, and support for recovery operations to restore essential community access and critical infrastructure.
- Participate in relevant emergency management training where necessary, exercises and briefings to support Council's Local Disaster Coordination Centre (LDCC) as required and operational response functions as required.
- Maintain appropriate records and provide timely information regarding disaster-related works, resource utilisation, damage assessments and recovery activities.

Other Responsibilities

In addition to the primary responsibilities of the role, the position may be required to undertake or support other reasonable operational, administrative, project, emergency response or branch-related duties that are consistent with the employee's skills, competence, training and classification level. These duties may be allocated from time to time by the Manager or Director to assist Council in responding to changing service priorities, community needs and organisational requirements.

While the role has defined areas of responsibility, the position is expected to remain flexible, cooperative and responsive to operational requirements. Where practicable, reasonable notice, direction and support will be provided; however, the position may be required to assist with urgent works, disaster events, service continuity needs or other priority activities that support the effective operation of the Roads, Public Spaces and Biosecurity Department.

Qualifications, Skills and Experience

- Relevant qualifications in civil construction, local government, infrastructure, asset management, project management, leadership or related discipline, or demonstrated equivalent knowledge, skills and experience gained through practical industry experience.
- Demonstrated experience in coordinating, supervising or leading civil works, road maintenance, construction, asset maintenance or similar operational service delivery activities.
- Demonstrated leadership, communication, negotiation and problem-solving skills, with the ability to build positive working relationships with employees, contractors, community members and internal stakeholders
- Sound knowledge and practical understanding of road maintenance and civil construction practices, work planning and scheduling, resource allocation, contractor coordination, quality assurance, risk management and safe work practices.
- Demonstrated ability to plan, prioritise and coordinate multiple operational activities, allocate resources effectively and deliver works programs within agreed timeframes and available budgets.
- Knowledge of best practice contracting and tendering practices.
- Well-developed computer skills including Microsoft Office applications. GIS such as ArcGIS, Customer Request Management (CRM), budget management systems like Technology 1, and operational reporting etc.
- High level communication, stakeholder and relationship management skills.
- Demonstrated ability to lead operational teams, improve performance, support workforce development and promote a positive workplace culture.
- Demonstrated well-developed communication and interpersonal skills, including the ability to liaise professionally with Council employees, contractors, customers, community members, government agencies and other stakeholders, while providing clear verbal and written advice and maintaining positive working relationships.
- Demonstrated understanding and commitment to workplace health and safety requirements, traffic management practices, environmental responsibilities and public safety obligations relevant to Council operational works.
- Current Queensland C Class Driver Licence and Construction Industry White Card.

Desirable:

- Experience working within a local government operational works environment, particularly road maintenance, civil construction or infrastructure maintenance;
- Experience with or knowledge of DRFA/REPA programs and TMR contract delivery;
- Traffic Management Implementation (TMI) accreditation, or equivalent traffic management qualification relevant to Queensland roadworks;
- Current First Aid certification and/or competencies in areas relevant to operational works; and
- Medium Rigid (MR) or higher Driver Licence.

Acceptance of Position Description

I hereby agree to abide by Council values, policies and the *Local Government Act 2009* and acknowledge that this position description outlines the key responsibilities, physical requirements and duties to be carried out as part of this role. I understand that the position description is not intended to be an exhaustive list of all duties and that reasonable additional duties may be required from time to time, consistent with my skills, competence, training, classification level and Council's operational needs. I also understand that the position requirements may be reviewed and updated as required to reflect business needs.

Employee Name		Signature		Date	
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