



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	COORDINATOR CIVIL SERVICES (CLEANSING, WASTE & VERGES)
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT NO. 16, 2025
CLASSIFICATION:	MOA Level 5
DEPARTMENT / DIVISION:	CITY INFRASTRUCTURE / FIELD SERVICES
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	TEAM LEADER CIVIL MAINTENANCE
DIRECT REPORTS:	UP TO 15
POSITION NUMBER:	001275

POSITION OBJECTIVES:	• Leadership and operational management of civil services maintenance functions and activities. • Effective scheduling and coordination of internal teams and external resources to undertake programmed and reactive maintenance services to quality standards. • Provide leadership in the implementation and ongoing maintenance of a safe work environment. • Providing leadership in the areas of continuous improvement, customer service, and human resource management. • Ensuring work is carried out according to all relevant legislation, guidelines and applicable specifications. • Ensuring required work is carried out in the most cost-efficient manner whilst operating within budget parameters.
VALUES AND BEHAVIOURS:	These Values empower us to REACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work. Respectful • Create a sense of belonging & pride in the Salisbury community • Respect individual differences • Speak up when you don't feel respected, or are not being treated respectfully • Look after the wellbeing of our community, ourselves and those around us Empowerment • Take initiative and act with confidence • Make informed decisions and own the outcome

	• Share ideas, feedback and solutions • Learn and grow while supporting others to do their best work Accountable • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important Collaborative • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes Helpful • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
KEY RESPONSIBILITIES:	• Provide leadership and operational management of civil service teams and functions. • Provide leadership and operational management of the verge maintenance contracts across the city. • Create, implement, monitor and report on work schedules. • Responsible for the coordination, prioritisation and scheduling of resources, which may include a mixture of both in-house work crews and contractors, required to undertake programmed and reactive services. • Assist to develop, monitor and review Key Performance Indicators, standards and metrics. • Superintendence of contracts, assistance with contract management including specification development, tendering, and ongoing contract administration. Contract manage minor outsourced maintenance tenders – develop specification, assess submissions, award and oversee work. • Actioning customer request and responding to customers in accordance with Council standards. • Assist in the preparation of reports and provision of technical advice on recommended actions in consultation with the Team Leader in relation to strategies to address identified risks in relation to service area related activities. • Review and provide input into the development of policies, procedures, and guidelines for service areas. • Deliver Toolbox meetings and ensure accurate recording of minutes and actions. • Provide technical advice to in-house work crews and external contractors in relation to service area. • Act in the position of Team Leader as required and approved by the Manager Field Services in situations of extended absence of staff in these positions. • Ensure works are undertaken to meet the requirements of specific legislation affecting operations. • Participate in and work to the achievement of all objectives as agreed and documented in the 'Employee Performance and Development Review' process. • Ensure communication with staff is always clear and courteous. • Actively facilitate the flow of relevant information to all team members. • Responsibilities may include other duties within the Field Services Division as deemed appropriate. Human Resources • Coordinate staff across service areas to meet workload demands and service level standards.

	• Identify and manage unsatisfactory performance in consultation with the Team Leader and in accordance with Council Policy and Procedure. • Provide information required for, and assist in, the investigations into allegations of breach of code of conduct or other policies/procedures. • Motivate the team to ensure productive, harmonious and team oriented work groups. • Coordination and management of staff annual leave and attendance. • Assist in the recruitment and induction process for filling vacancies in Field Services operational areas. • Lead, inspire, coach, train and mentor staff to develop work skills, efficiency improvements and motivation. • Identify training needs of staff within service areas to provide input into the development of training programs. • Undertake personal develop plans with all staff in service area. Facilitate personal and professional development of reporting staff. Administration • Ensure correct accounting for labour, equipment and materials by maintaining accurate up-to-date records as required i.e. Time sheets, daily work sheets, job sheets, work site risk assessments etc. • Coordinate the preparation and reviewing of contract documentation for external contracts as appropriate. • Generate work tickets and Issue Work Orders and authorise invoice payments within the limits of delegated authority. • Provide information and assist with preparation of written reports for Council meetings, public liability claims, work cover claims, theft or vandalism and other relevant operational matters in accordance with internal and legislative requirements. • Provide technical advice and assist with preparation of letters in response to customer correspondence. • Coordinate and lead regular team meetings and prepare and distribute accurate minutes. • Assist in the development of annual service area budgets and business plans. • Develop accurate cost estimates and schedules of rates for operational activities. • Control and monitor service area expenditure and report and present on variances as appropriate. • Review reports, policies, plans, requests and legislation to support Field Services operations and initiatives. • Investigate and report on plant/machinery replacement requirements. • Provide information and assist in the development of business cases for new operating initiatives and change management processes for approval by Manager. Continuous Improvement • Facilitate the continuous improvement of work practices and associated systems and processes, including identifying areas for improvement. • Ensure continuous improvement initiatives have considered broader organisational requirements. • Actively promote a culture of continuous improvement.
WHS RESPONSIBILITIES:	• Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation to the above.

	• Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council's Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	• To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	• To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	• Current SA Driver's Licence • Diploma level technical qualification or substantial experience or demonstrated competencies in a similar role • Certificate 4 in Frontline Management. • Strong technical knowledge and competency in service area • Demonstrated ability to organise, coordinate, influence and motivate staff • Ability to interpret plans and specifications • High level interpersonal and public relations skills • High level communication skills – verbal, report writing, presentations • High level of computer literacy, with competency in Microsoft applications and the ability to learn and use in-house systems • Experience in the supervision and development of staff & teams • Experience in the delivery of civil maintenance services • Experience in the supervision / contract management of civil service contracts • Knowledge of budgets and budgeting processes • Good understanding of Australian Standards relating to areas of civil infrastructure • Ability to program day to day work schedules • Ability to use initiative in dealing with unforeseen circumstances • Ability to interpret plans and specifications.
DESIRABLE SELECTION CRITERIA:	• Knowledge of legislation, regulations and Australian Standards pertaining to the area of activity, i.e. AS 1742 – Traffic Control Devices. • Experience in leading services through organisational changes. • Knowledge of functions and services within Local Government organisations.
SPECIAL CONDITIONS:	• Some work after hours may be required • As an Authorised officer, fulfil all requirements set out in the following Legislation: – Local Government Act – Road Traffic Act

	The incumbent will be required to assist in urgent repair work after normal working hours as required. Provision for overtime payments will be in accordance with the LGE Award and the current Enterprise Agreement.
EXTENT OF AUTHORITY:	Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

POSITION INCUMBENT NAME:	SIGNATURE:	DATE: