

POSITION DESCRIPTION

Position title	Civil Maintenance Team Leader
Section	Civil Maintenance
Employment type	Full Time Permanent
Classification	Band 6
Location	Wannon Water Service Delivery area
Date Approved	May 2023
Approving Officer	General Manager of Assets & Service Delivery

POSITION OBJECTIVES

To provide effective leadership and management of Civil Maintenance Operators to ensure the provision of effective and efficient maintenance to water and sewerage systems to meet the service delivery and business performance targets of Wannon Water.

KEY RESPONSIBILITIES & DUTIES

Provision of oversight supervision for the safe completion of preventative, proactive, reactive, and corrective maintenance programs.

With assistance of the Planning & Scheduling Liaison Officer - Civil, identify weekly prioritised works for Civil Maintenance Operators within the Works Management Systems graphical assigner.

Monitor and provide direction as required to the Civil Maintenance teams to ensure they are field completing work orders within the required timeframes and details.

Provision of oversight supervision for contractors, including assigning of direct supervision by team members, for Civil and Land maintenance activities in accordance with Wannon Water policies and procedures, and legislative requirements.

Delivery of planned maintenance programs to ensure the works are progressing as scheduled, and any exceptions are reported and follow on work orders created.

Working closely with the Planning & Scheduling Liaison Officer – Civil, review forecast of programmed preventative & proactive work, taking into consideration resource availability. Provide feedback regarding programmed maintenance (frequency & timing).

Review safe work practices and procedures in line with regulations and Zero Harm business aspirations.

Lead, motivate and develop maintenance employees to ensure the achievement of corporate objectives, and the development of a highly skilled, customer focussed, motivated and productive workforce.

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Ensure that Wannon Water customers are given prompt, courteous and efficient service in accordance with Wannon Water's customer charter, policies, and Essential Services Commission key performance indicators.

Ensure correct budget allocation for purchasing including compliance with Wannon Water procurement procedures.

Monitor and review expenditure against budget for the team and assist the Civil Maintenance Coordinator with overall budget variance reporting.

Conduct performance reviews including setting of objectives for Civil Maintenance Operators, with supportive feedback to assist operator development. This includes regular notes for all operators to align competencies, recognition, Wannon Water Values and Zero Harm behaviours.

Conduct regular discussions with Civil Maintenance Operators to assist with operator development and career aspirations.

Ensure an after-hours standby roster is effectively maintained for the Civil Maintenance team.

It is a role requirement to participate in the after-hours standby roster.

Complete all other tasks as directed.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Civil Maintenance Coordinator
Responsible for	Civil Maintenance Operators
External Liaison	Customers, statutory authorities, contractors, consultants, suppliers and the general public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is required to supervise and manage Civil Maintenance operators and resources under the general guidance and direction of the Civil Maintenance Coordinator through regular communication.

The incumbent is accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans for delivery under their control, and for the safety and security of the assets being managed.

The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

The position must ensure that all employees under their direction are trained and competent in safe working practices and operation of equipment and are aware of all occupational health and safety responsibilities, policies, and procedures.

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JUDGEMENT AND DECISION MAKING

The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.

The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

SPECIALIST SKILLS & KNOWLEDGE

A sound knowledge and understanding of the operational processes and various maintenance techniques of complex water distribution and sewerage collection systems.

Knowledge and understanding of the business, activities and customers of the region and appreciation of Wannon Water's long-term goals.

Ability to provide direction, leadership and on- the-job training to supervised employees or groups of employees.

Ability to operate relevant automated equipment and computer systems.

Knowledge and understanding of relevant policies, procedures, and regulations.

MANAGEMENT SKILLS

The position requires skills in managing time, setting priorities and planning, and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

The position requires an understanding of and ability to implement personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

INTERPERSONAL SKILLS

Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.

High level of oral and written communication skills with ability to write reports in their field of expertise and to prepare external correspondence of a routine nature.

QUALIFICATIONS & EXPERIENCE

Mandatory

Minimum qualification of Certificate 3 in Water Industry Training Package or suitable equivalent.

Relevant experience in the operation and maintenance of water and sewerage systems.

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Desirable

Certificate IV in Water Industry Training Package.

A valid Australian driver's licence is required for inclusion on personnel record.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- ISO 55001: Asset management – Management systems – Requirements
- ISO 31000: Risk Management - Requirements
- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

Our slogan

- Think It!
- Work It!
- Own It!

Our Values

- People Focused
- Respect
- Collaboration
- Innovation
- Integrity

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We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Minimum Employment Period

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised ISO 45001. Aligning to the standard assists with ensuring that all employees are provided with a safe and healthy working environment. Compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

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Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____