Position Description

Title: **Co-ordinator Operations**
Classification: General Officers Stream Level 6
Department: Works and Engineering Services
Current Occupant: 
This Position Reports To: Manager Operations
Reporting To This Position: Team Leaders, Leading Workers, Team Members
Location: Tanunda Depot
Date Last Reviewed: August 2017
Approved by: Manager Operations

Position Overview
To perform duties and carry out responsibilities in order to ensure the provision of high quality, efficient, effective managerial services to the Works and Engineering Section of Council.

Constructive Culture
The Barossa Council is committed to developing a constructive culture that supports employees, Council and the Community to achieve our goals. The behaviours of a constructive organisational culture are organised into four main constructive styles:
1. **Achievement**
   - Pursue a standard of excellence, set challenging but realistic goals and work towards them with enthusiasm.
2. **Self-Actualising**
   - Maintain personal integrity, enjoy work, self-develop and take an interest in growth and improvement activities.
3. **Humanistic-Encouraging**
   - Be supportive of others in and outside the workplace and constructive in their dealings with one another.
4. **Affiliative**
   - Be friendly, sensitive, and cooperate with others.

Corporate Principles
The Barossa Council is committed to the Australian Business Excellence Framework (ABEF), a strategic leadership and management framework that encompasses all levels of Council and guides our operations towards sustainable performance, continuous learning and improvement. The ABEF is based on 9 key principles including: clear direction, understanding the customer value proposition, systems thinking, developing and valuing people's capability, innovation and learning, effective decision making, process management and improvement, sustainable performance and leadership that leads by example.

Corporate Objectives
1. **Risk Management, WHS and Injury Management**
   - Maintain awareness and compliance with all Risk Management systems including Work Health Safety (WHS), Injury Management and Rehabilitation.
2. **Policies and Compliance**
   - Maintain awareness and compliance with all Council and Administrative policies. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.
3. **Customer Service Focus**
   - Maintain a strong customer service orientation, focusing on adding value and providing service to both internal and external customers and stakeholders.
4. **ICT and Records Management**
   - Ensure compliance with Records Management policy when dealing with Council documents and correspondence; ensure that email, internet, telecommunications and Council ICT application usage is compliant with Council policy.

Key Responsibilities
**Operations**
- Manage and coordinate construction, maintenance and operational works within the scope of delegated authority and in accordance with Council plans, policies, procedures and
- Manage the planning, coordination and programming of Council's depot staff engaged in the construction, maintenance and operation of infrastructure and community facilities.
- Monitor, report on and provide technical advice and recommendations regarding sustainable management of infrastructure assets.
- Manage work operations of relevant plant, equipment and human resources including external contract works.
- Evaluate and report on project outcomes and achievements in accordance with agreed Work Plans and Key Performance Indicators, and make appropriate recommendations to the Manager Operations.
- Advise the Manager Operations of the status of works in progress, emerging issues, and provide assistance with policy development and proposal, providing appropriate information and recommendations.
- Manage and resolve complaints from the public, ensure records within Council’s Customer Request Management system are maintained and reported on in the appropriate format.
- Ensure administrative procedures are undertaken to process: purchase orders and invoices for payment; time sheets; payroll matters and leave applications.
- Foster and facilitate programs such as customer service, continuous improvement and best practice.
- Monitor Council’s plant and equipment resources relevant to the work area to ensure safety standards are maintained.
- Build strong internal relationships and foster good customer service with internal and external customers of Council.

Financial Management
- Contribute to the budgeting for and costing of capital, maintenance and operational works programs. Control, monitor and report on works in progress and expenditure against budget.
- Authority to purchase goods, acquire services and commit expenditure related to the area to a maximum value in accordance with Council’s Procurement Policy.
- Manage fleet replacement within Council budgets.

Leadership
- Manage and coordinate Team Leaders, with the development and implementation of various human resource programs and strategies which foster and support a productive and harmonious working environment.
- Manage annual performance appraisals which identify competencies, training needs and achievements. Manage the development of relevant training plans, as required.
- Ensure Team Leaders are kept informed of any changes to employment legislation, enterprise agreements, Council decisions, and Council policies that impact on their work area.
- Manage appropriate training for outside staff.

Health and Safety Responsibilities
- Manage and maintain Work Health Safety compliance in all Council depots.
- To take such action within level of competency and responsibility to report, investigate or make recommendation to a higher level as deemed necessary to avoid, eliminate or minimise hazards in regard to working conditions or methods.
- Internal Return to Work Coordinator (IRC). This includes liaising with staff, the Internal Claims Coordinator (ICC), LGRS Return to Work Consultant and medical practitioners to develop and monitor return to work plans for Council employees returning to work from injury or illness.
- Manage successful return to work programs. Manage injury management initiatives by identifying and supervising appropriate alternative work for injured staff.
- To support and use appropriate consultative structures.

Risk Management Responsibilities
- Ensure that all operational activities are conducted in an environment where risk is identified and action plans are in place to remove the risk, control the risk or minimize the risk.

Other
- Some after hours work is required in accordance with conditions of employment.
- Intrastate travel may be required.

Accountability and Extent of Authority

The Co-ordinator Operations is authorised to:
- Liaise with all staff relevant to areas of key responsibility.
- Undertake decision making within delegated authority given by Council.
- Work within established guidelines and procedures.
- Make decisions within the scope of relevant legislative requirements and processes.
- Make decisions which are consistent and meet with Council’s processes.
- Make decisions based on data, knowledge, research and experience.

**The Co-ordinator Operations is accountable to the Manager Operations for performance primarily determined upon:**
- Performance indicators as specified in Corporate, Financial and Action Plans.
- Achievement of objectives as detailed in personal development plans.
- Relationship with Council, staff and customers.

### Specialist Knowledge and Skills

**The Co-ordinator Operations will be expected to have:**
- Advanced technical skills in road construction, surveying and design.
- Understanding of road construction plant operation and machinery desirable.
- Effective leadership skills and ability to manage a business unit at a senior level.
- Sound knowledge of project management principles and practices.
- Sound knowledge of contractor management and procurement practices as they relate to Local Government operations.
- Knowledge of strategic and corporate planning processes.
- Knowledge of human resource management practices.
- Knowledge of Council plans, programs, policies and procedures.
- Knowledge of relevant legislation, regulations, design standards and codes of practice.
- Knowledge of earthmoving, road building principles and quarry operations.
- Understanding of job costing, accounting, budgetary controls and processes.
- Understanding of how various sectors of the community impact on and interact with Council, particularly in relation to asset management and the works programs.
- Knowledge of quality management and continuous improvement principles and practices.
- Good oral communication skills, including negotiation, liaison, counselling, coaching, information sharing and resolving conflict.
- Good written skills, in order to write reports and correspondence, numeracy and literacy skills.
- Organisational skills, including time management, prioritisation and effective delegation.
- Ability to problem solve, make appropriate decisions, taking into account all relevant factors.
- High level of interpersonal, marketing and presentation skills.
- A degree of initiative and flexibility in improving personnel and work area performance.
- Commitment to the philosophy of continuous improvement and the ability to identify opportunities and work systematically towards developing and implementing new strategies.
- Ability to ensure quality service delivery to customer specifications.
- A good work ethic, including the ability to work collaboratively and foster effective working relationships with Council, staff and the community.
- Good technology skills across varied platforms.
- Sound knowledge of AS 1742.3 for traffic control devices on road works.

### Qualifications and Experience

**Mandatory:**
- Tertiary qualifications in Civil Engineering or a related technical field and/or Certificate IV in Civil Construction and significant experience.
- Considerable experience in:-
  - Administration and supervision of projects
  - Leading a team
  - Use of surveying instruments
  - Use of GIS systems
  - Budgetary control and the preparation of cost estimates and job schedules
- Broad experience in the supervision, planning and allocation of resources, including labour, plant and machinery in order to reach the objectives of the works program, particularly in a local government infrastructure construction and maintenance field.
- Experience in working with computer based systems and applications.
- Experience in preparing consultancy briefs, contract specifications and scoping of programs and projects.
- Current Drivers Licence.

**Desirable:**
- Diploma in Local Government Administration or equivalent management qualification.