



Roads Maintenance Coordinator

Position Number: 500378

Directorate: Development and Infrastructure

Department: Operations

Reports to: Manager Operations and Parks

Classification: Band 8

Employment Status: Permanent

Location: **Broadford Depot** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: June 2018

Employee signature: _____ **Date:** / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



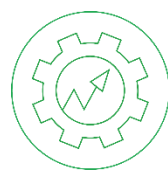
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure



- > Advocacy and Community Services

About the Role

Objectives

- > To ensure the provision of customer focused service delivery for programs relating to roads, footpaths, street sweeping and drainage maintenance and minor capital improvements through efficient and effective management of resources.
- > To further plan and develop services that are appropriate to the current and future needs of the community.
- > To provide strategic advice to the Operations Department and wider organisation with respect to assets including, sealed and unsealed roads, footpaths, street signage, street sweeping and drainage maintenance, litter collection, asset inspections and various minor capital improvements.
- > Ensure the unit provides services at the standards of quality and efficiency required by the community as detailed in the sections business plan and related service agreements.
- > Be responsible for leading the unit in a manner which promotes and supports the participation and cooperation of staff to service improvement and which fosters a performance orientated culture.

Key Responsibility Areas

Roads & Drainage Maintenance

- > Development of maintenance and improvement strategies related to sealed and unsealed roads, footpaths, street signage, street sweeping and drainage maintenance, litter collection, asset inspections and various minor capital improvements
- > Conduct investigations and develop recommendations and advice on Roads and Drainage matters and other projects within the Operations Department
- > Day to day operations of Roads Maintenance staff, including supervision of contractors.
- > In conjunction with unit Team Leaders, develop and monitor delivery of the Roads Maintenance work programs including planning of operational programs and staff resources allocation in line with agreed service levels
- > Develop corrective actions in consultation with the Manager Operations where objectives, standards or service delivery obligations are not being met
- > Prepare and monitor the Roads Maintenance budget in conjunction with the Manager Operations and other relevant stakeholders
- > Establish and run a thorough system for communication and dissemination of information, including performance results, to staff and senior management
- > Actively engage staff in identifying improvement opportunities and implement continuous improvement to the service
- > Lead the Road Maintenance Unit to ensure that operations are conducted in accordance with Council's OH&S systems and processes
- > Develop policy relating to road maintenance by investigating and recommending any desirable changes to Council's policies or practices, as requested or considered appropriate
- > Contribute to the development and/or review of asset management plans as they relate to Council's road assets
- > Actively liaise, communicate and cooperate with all internal and external stakeholders in a timely, appropriate and effective manner to ensure Council's objectives are delivered



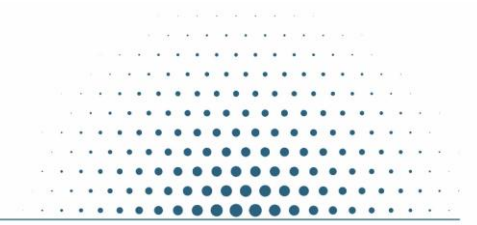
- > Monitor the impact of climate change on road maintenance activities and research and implement best practice in relation to drought response initiatives and provide expert advice to the Engineering and Infrastructure Directorate in relation to longer-term maintenance requirements
- > Ensure all works are undertaken with sensitivity to the local environment
- > Recruit, direct, support and appraise the performance of road maintenance staff as required
- > Act on behalf of the Municipal Emergency Resource Officer (MERO) as required on roster in capacity of Deputy MERO
- > Implement and maintain continuous improvement systems and procedures
- > Manage assigned contracts and contractors in accordance with Council policies and procedures
- > Monitor and review usage and requirements for road maintenance plant and equipment, ensuring it is being used effectively to support service efficiency
- > Foster and develop a culture of service excellence based on collaborative problem solving, accountability and respect. Actively role model these behaviours and ensure these are being role modelled by Team Leaders and leading hands in their day to day operations
- > Maintain administrative reporting, which includes accurate records and statistics relating to the performance of the unit
- > Prepare submissions in order to enhance existing and future service delivery
- > Develop, implement and review annual service plans and quality plans
- > Prepare clear and concise Council reports in the correct format and containing relevant information for Council's consideration
- > Contribute to the strategic direction of the organisation with respect to all roads and drainage maintenance activities
- > Embrace and promote a culture of continuous improvement

Finance

- > Develop, monitor, report and review budgets and expenditure in accordance with organisational guidelines.

Works Program

- > Oversee the strategic development and preparation of high quality works programs as required to best meet the goals of the Council.
- > Liaise with other service providers to ensure effective performance benchmarking of services and the provision of input into development of various Roads Maintenance programs.
- > Regularly review works programs and adjust accordingly to complete the program in a timely and efficient manner and ensure regular monitoring.
- > Ensure deadlines are met and within budget.



About You

Key Selection Criteria

1. Experience in managing, the development of and delivery of programs in maintenance, construction, or other operational service delivery functions..
2. Demonstrated experience preparing contract documentation and ability to manage contractor delivery including performance monitoring.
3. Be able to demonstrate experience and knowledge of managing multi-skilled teams to create a positive, performance-oriented culture focused on achieving the objectives and work programs on the team
4. Experience managing multi-skilled teams including good knowledge of Industrial relations processes
5. Highly developed written and oral communication skills and the ability to present to and negotiate effectively with a diverse range of internal and external stakeholders
6. Experience in budget management and monitoring
7. Ability to liaise effectively with a diverse range of internal and external stakeholders and or customers.
8. Victorian Driver's License essential
9. Willingness to undertake National Police Check

Qualifications and Experience

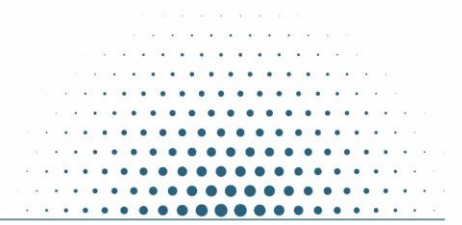
Desirable

- > Tertiary Qualifications preferably in engineering or a related discipline
- > Experience in a local or a regulated government setting

Position Requirements

Accountability and Extent of Authority

- > Responsible for the development, implementation and delivery of Roads Maintenance levels of service and effective, sustainable service provision
- > Responsible for the preparation of business cases for operational projects and capital projects that promote cost effective and sustainable roads and drainage maintenance and development
- > Demonstrate leadership and management of staff in accordance with Council's policies and procedures
- > Accountable for developing, implementing and reviewing policies relating to Roads and Drainage Maintenance
- > Responsible for the overall efficient use and management of the operational budget for maintenance services including quarries and plant



- > Accountable for the timely provision of sound advice to the Manager Operations on roads and drainage maintenance issues
- > Represent Council on relevant internal and external working groups in relation to the ongoing management of activities in the roads and drainage maintenance area
- > Ensure dealings with the public are undertaken in a professional manner, and promote within the work force awareness and understanding for the need to create and maintain a positive public image
- > Provide technical advice to support projects undertaken within the Operations area as required

Judgement and Decision Making

- > Research and assess maintenance program issues and make appropriate recommendations to Manager Operations and the wider organisation where required
- > Exercise highly developed professional and analytical skills in assessment, prioritisation and service allocation to deliver road maintenance services
- > Make operational decisions and exercise problem solving and budgeting skills in respect of the allocation of resources and personal and team time management
- > Demonstrated experience in the management of operational workforces including performance management, facilitation, negotiation, problem solving, relationship management and advocacy skills
- > Provide timely advice to the Manager Operations with respect to the application of various and diverse methods, procedures and techniques relating to the efficient and effective management of the Roads Maintenance Unit
- > Provide advice to internal and external contacts on roads and drainage maintenance programs and activities

Specialist Skills and Knowledge

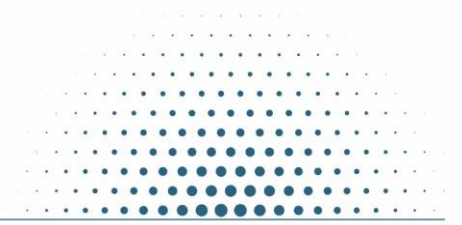
- > Tertiary qualifications in engineering or a related discipline are essential
- > Experience in managing, developing and delivery of maintenance and improvement programs previously in road maintenance, construction or other engineering areas in a local government setting preferred
- > Proven financial management skills and budget management experience
- > Proven staff management experience is essential
- > Victorian Driver License

Management Skills

- > Understanding of financial management, the organisations long term goals and the legal and political context in which the organisation operates
- > Able to plan and organise own and, others work, to achieve specific and set objectives in the most efficient way, within the broad organisational framework
- > Ability to lead and manage multi-skilled teams skills to achieve Unit and organisational objectives with consideration of internal and external constraints and opportunities
- > Highly developed staff performance review, performance management and mentoring skills -
- > Recruit, manage and appraise staff in accordance with Organisational Development policies
- > Ability to work independently as well as in a team
- > Highly developed analytical and problem solving skills

Interpersonal Skills

- > Able to complete specialist reports an external correspondence



- > Able to maintain confidentiality and protect privacy
- > Strong communication and team skills and capacity to deal with sensitive issues
- > Able to liaise with other employees to resolve intra-organisational issues
- > Able to live the Council Values and assist others to do the same
- > Negotiate and consult with public in the area of responsibility
- > Able to motivate, develop others and train in specialist processes and procedures
- > Excellent written and verbal communication skills including writing reports and briefings for Council and correspondence with the public
- > Well-developed interpersonal skills with the ability to negotiate with others and resolve internal and external organisational problems
- > Ability to lead and motivate staff and implement change management processes;
- > Ability to liaise with contractors and external agencies to resolve specialist problems
- > Ability to communicate Council policies and specific objectives and gain cooperation, confidence and assistance from employees, the community and other key stakeholders



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.