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| **REPORTS TO:** | **DIRECT REPORTS:** |
| Team Leader, WLD Delivery | Crew Member / Leading Hand (8-12)  |
| **THIS ROLE EXISTS TO: (PURPOSE)** |
| This role provides front line leadership, direction and support to work crews and service providers involved in delivery of natural resources management and civil project and maintenance works on Melbourne Water’s Waterways and Land assets. The Supervisor is focused on delivering quality outcomes safely, in the most effective and efficient manner to meet agreed timeframe and budget requirements. |
| **Key accountabilities:** |
| * Supervision for the practical, safe and efficient delivery of a program of scheduled works
* Provision of mentoring and coaching to create and maintain a high performing team operating environment.
* Provide safety leadership to improve safe work practices and to build and maintain a safe work culture in line with business objectives.
* Implement continuous improvement outcomes to enhance quality of work, cost control and delivery of work on time.
* Understand and meet service level requirements to meet customer expectations.
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| **KEY RESPONSIBILITIES** | **KPIs** |
| **Execution of works program (as per schedule and budget):*** Supervision of crews and service providers for the safe execution of scheduled works to achieve agreed outcomes and budget requirements
* Provision of technical expertise and knowledge relevant to specific works complexities (Civil, NRM & Grass management)
* Support planning of works to develop scopes and estimates in conjunction with relevant parties.
* Proactive risk identification for safe management of allocated work crews and contractors
* Reviewing works scopes to ensuring the correct tools, plant and consumables are available for each job
* Monitor execution of work including quality of work
* Manage work order administrative aspects to meet specified financial and reporting requirements
* Identify relevant opportunities for improvement
* Provide administrative support to meet procurement policy requirements
 | * Service delivery targets, safety and customer service quality KPI’s as noted in agreed service levels and procedures
* Accurate and timely reporting of all incidents, near misses and hazards
* Customer feedback
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| **Supervision of Crews*** Supervise, motivate and support crew members while building strong enduring relationships with customers, internal teams and stakeholders
* Instilling a continuous improvement culture in crew members to ensure new processes, tools and practices are adopted to drive business efficiencies
* Effective and clear communication of expectations to leading hands, crew members, colleagues and customers
* Provision of guidance on team priorities by considering overall team goals and works program requirements
* Support the Team Leader in team and staff development and people and program management.
* Provide technical support and expertise, workload management and advice to crew members
* Lead by example and demonstrate Melbourne Water behaviours to foster a constructive team culture.
* Demonstrate proactive Health and Safety leadership and a personal commitment to Health and Safety procedures, policies and plans
 | * Agreed field based supervision is provided
* All relevant crew members have a development plans
* Constructive feedback is observed within the team’s interactions
* Satisfactory achievement of team Alignment and engagement scores
* Accurate and timely reporting of all incidents, near misses and hazards
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| **Performance*** Contribute to regular works and program discussions with key internal teams to ensure agreed service level and business requirements are met
* Facilitation of clear performance targets for individuals and the team.
* Monitoring teams’ performance contributing to agreed levels of customer service and ensuring these levels of service are met.
* Conduct required performance assessments of contractors in line with contractor management processes
* Ensure all service providers, team members and casuals are inducted and competent to perform required tasks
* Build and maintain constructive relationships with stakeholders and key internal teams
* Resolution of relevant complaints
* Coordinate and manage business resourcing to meet incident objectives during emergency response events such as pollution, fire or flood. This also includes participation in the after-hours roster.
 | * Routine performance assessments of service providers
* Service delivery targets, safety and customer service quality KPI’s as noted in agreed service levels and procedures
* Accurate and timely reporting of all incidents, near misses and hazards
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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| * Extensive knowledge of and ability to supervise field based teams delivering civil asset, grass maintenance and natural resource management practices
* Demonstrated ability to ensure agreed outcomes are delivered through meeting deadlines, honouring commitments, whilst responding to various demands and managing multiple activities simultaneously
* Demonstrated ability to establish, maintain and improve collaborative working relationships with internal and external customers and stakeholders.
* Demonstrated judgement, problem solving and ability to develop innovative solutions to operational and works delivery problems.
* Well-developed verbal and written skills using clear and appropriate language with a wide range of people within Melbourne Water, external organisations and the general public.
* Experience in supporting and enabling a high performance and inclusive culture.
* Demonstrated commitment to exceptional customer service
* Demonstrated ability to operate independently and contribute to a dynamic team environment
* Relevant trade or certificate qualifications
* Ability to work under pressure and in emergency situations
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| **KEY RELATIONSHIPS/CUSTOMERS:** |
| All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.**INTERNAL*** The Supervisor is required to communicate with a broad range of internal teams: Asset Managers, Operators,; Works Initiators; Scheduler; Program Planners, Project Managers; Team Leaders

**EXTERNAL*** Precept rate-payers; Local Councils, Members of Public; Government Agencies & Departments (EPA; DELWP; ParksVic); Friends Groups; Interest Groups (Indigenous Groups)
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| **SALARY RANGE:** |
| * EA level
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| **OTHER COMMENTS:** |
| This role requires the following: * Trade or certificate qualification
* Demonstrated experience managing field crews in civil/NRM fields highly regarded
* Relevant licenses and certificates in plant operation
* Construction Induction Card
* Criminal Records Check
* Medical Assessment
* Victorian Driver’s License (Travel to work sites and other Melbourne Water offices)

This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures Location: Regional location as required |