

MELBOURNE WATER POSITION DESCRIPTION OFFICIAL

Leading Hand Maintenance

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
PROGRAM LEAD	Lead a crew up to 4
THIS ROLE EXISTS TO: (PURPOSE)	
The Leading Hand participates with and provides in-field oversight of their work crew for delivery of natural resources management, grass management and civil maintenance and project works on Melbourne Water’s Waterways and Land assets.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> • Successful deliver a defined activities: natural resources management, grass management and/or civil maintenance/project activities across a defined geographical area of Melbourne Water’s Waterways and Land assets. • Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives and provision of support to crew members.. • To work with and provide in-field oversight of crews undertaking various on-ground activities. • Accountable for meeting specified quality, timeliness, budgetary and compliance requirements 	
KEY RESPONSIBILITIES	KPIs
<p>The list of indicative duties set out below is intended as a general guide</p> <p>General Duties:</p> <ul style="list-style-type: none"> • Undertake natural resources management, civil maintenance and project works and grass maintenance in waterways and land delivery environments • Operation of a range of hand and power tools • Operation of heavy plant and equipment with certificate of competency • Undertake further training to enhance job capabilities or specified field works • Use and perform routine maintenance on tools and equipment • Operate within and contribute to improvement of Melbourne Water policies and procedures (including OH&S procedures), Task Risk Assessments, Standard Operating Procedures and Environmental Management System requirements. • Ensure that all required administrative elements are undertaken to a suitable standard and within the required timeframe • Respond to call outs as per Incidents and/or Emergency Response 	<ul style="list-style-type: none"> • 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

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Leading Hand Maintenance



Crew Oversight:

- Plan tasks using the knowledge and experience of the crew
 - Organise materials and tools, including maintenance to deliver the required tasks
 - Assign tasks to crew members based on skills, and strengths
 - Coordinate and direct tasks for achievement of works objectives
 - Ensure appropriate resources are used safely for the task at hand and to the required standards
 - Provide support to Supervisor in the provision of on-the-job training to crew members
 - Provide support to Supervisor for mentoring and coaching team members in behaviours in line with relevant Code of Conduct
 - Ensure all appropriate risk assessments are undertaken at the start and during the delivery of tasks
 - Ensure that all administrative elements relating to the work is undertaken to a suitable standard and within the required timeframes
 - Ensure all policy and procedures are followed
 - Take care of own and colleagues Health and Safety through identification and timely reporting of hazards and active involvement in improvement initiatives.
- 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
 - Alignment and Engagement results

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Demonstrated experience and capabilities working with and leading crews in a Civil, NRM and/or Land Management, grass management, construction/maintenance environment.
- Demonstrated experience operating plant and/ or equipment to undertake grass management and civil maintenance with relevant certificate of competency
- Certificate/ Diploma in Civil/Environmental disciplines or relevant related work experience
- Other qualifications such as Industry White Card, Chainsaw Ticket, Confined Space Entry, Fall Prevention, Plant Machinery competency, etc.
- Ability to take responsibility for own role in ensuring the safety of all team members and other personnel on site
- Problem solving skills, including the ability to deliver the appropriate outcomes
- Sound interpersonal skills and an ability to communicate clearly and effectively with a wide range of people both within Melbourne Water, external organisations and with the general public
- Ability to work and contribute in a team environment to improve processes, respond to various demands and manage multiple activities simultaneously
- Ability to work under pressure and in emergency situations

Please Note: All employees must possess a license to perform any duty which is required to be held under Australian legislation.

Job level: WLD EA Level 3 or 4

Assessed by: People Hub

Date Assessed: August 2023

Last reviewed date: January 2024

HR TEM Position Description

Doc ID: 67591670

Approved March 2024

Version 1

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Leading Hand Maintenance



KEY RELATIONSHIPS:

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

Leading Hands are required to communicate with a broad range of internal teams. Communication with internal stakeholders includes provision of advice on specific projects and procedures relating to waterway and maintenance or project activities.

External

- Leading Hands are required to communicate with numerous external stakeholders including private landholders, local governments, community groups, consultants, members of the general public and various other government agencies including VicRoads, Local Government, Parks Victoria, the Environment Protection Authority, the Department of Energy, Environment and Climate Action (DEECA), Emergency Services, Country Fire Authority (CFA), Parks Victoria (PV) and Catchment Management Authorities.

SALARY RANGE:

- EA level, plus superannuation as per the following:
- WLD Leading Hand- EA Level 3

OTHER COMMENTS:

This role requires the following:

- Criminal Records Check
- Medical Assessment
- Victorian Driver's license
- Ability to swim at a competent level due to any work near, on or in water

Location: Brooklyn