

POSITION DESCRIPTION

Maintenance Delivery Coordinator (POS1485)

Directorate:	City Presentation	Department:	Civil Maintenance
Position Grade:	Grade 15	Reports to:	Manager City Works
Last review:	October 2019	Next review:	October 2021
		Version No.:	1.0

Position purpose:

- 1) To manage the Team Leaders to achieve planned maintenance programs.
- 2) To ensure customer requests are responded to in a timely manner.
- 3) Be responsible for serviceability of footpath and delivery of minor capital works.

Key accountabilities/responsibilities:

Responsible for:

- 1) Identifying, initiating, supervising and monitoring all maintenance activities efficiently and within budget. In particular, but not limited to; customer requests, maintenance programs and planning.
- 2) Monitor the maintenance activities of all the teams to ensure work practices are efficient and expenditure is within budget.
- 3) Ensure customer requests are referred to teams and are addressed within three weeks and ensuring that all customers must receive a response to their request.
- 4) Coordinate a response to KPI measures in accordance with the determined timelines.
- 5) Ensure all Work Health and Safety policies and procedures, as applicable, are adhered to.
- 6) Create an environment that encourages team development and participation by communicating with colleagues and identifying areas of improvement.
- 7) Ensure members of the teams have adequate skills to perform the required tasks in accordance with procedures and standards.
- 8) Ensure teams are adequately resourced to undertake their tasks.
- 9) Prepare annual budgets for all teams and accurately complete quarterly reviews
- 10) Undertake any other duty as directed by the Manager of City Works.
- 11) Implementing and maintaining sound risk management practices within sphere of accountability and authority by identifying, evaluating, managing and escalating risks as required.
- 12) Ensure staff are aware of and adhere to the policy and enterprise risk management framework (only required there is a direct reporting line to the people leader/risk owner)

Decisions made in the position:

- 1) Purchasing and delegated duties as per Council's Delegation of Authority for the position of Coordinator Footpath Maintenance.

Decisions referred:

- 1) Appointment and Dismissal of staff
- 2) Expenditure and purchasing above delegated authority

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Key issues/challenges:

- 1) Executing the above responsibilities in a manner, attitude and style which reflects and actively embodies the commercial principles of operation, customer service focus and corporate values and confirms with the standards of professionalism and ethics expected of a customer focused Coordinator.
- 2) Completion of maintenance activities within the specified timeframes and in a cost effective manner.
- 3) Reduction of customer requests.
- 4) Create a safe workplace

Key working relationships:

- Team Leaders, Coordinators and other work teams
- Director, City Presentation
- Manager of City Works

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Tertiary qualification in Civil Construction / Maintenance field or equivalent and / or extensive field experience
- Current Class C Drivers Licence

Experience

- Relevant experience in maintenance and construction of footpaths, constructing concrete traffic facilities and associated works.
- Experience in preparing and allocating budgets.
- Demonstrated ability to work as a member of a team
- Demonstrated experience in preparing performance reporting and record keeping
- Demonstrated experience in prioritising and programming footpath maintenance and capital construction works.
- Demonstrated experience in the supervision of staff or works teams

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Knowledge of asset management
- Understanding the role of Local Government, the Local Government Act and associated legislation
- Staff management
- Current standards of practice as they relate to civil infrastructure
- Contract administration
- Understanding of plant and equipment operations
- Demonstrated ability in the application of relevant computer software
- Demonstrated written and oral communication skills

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Civil Engineering Degree
- Diploma in Project Management

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous