



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	TEAM LEADER BUILDING MAINTENANCE, SECURITY & URBAN FORM
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS WORKPLACE AGREEMENT (As Amended)
CLASSIFICATION:	MOA Level 8
DEPARTMENT / DIVISION:	CITY INFRASTRUCTURE / FIELD SERVICES
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	MANAGER FIELD SERVICES
DIRECT REPORTS:	UP TO 8 DIRECT REPORTS; UP TO 50 INDIRECT REPORTS
POSITION NUMBER:	001148

POSITION OBJECTIVES:	<ul style="list-style-type: none"> • Leadership and operational management of Building Maintenance, Security and Structures (Urban Form) service areas ensuring delivery of highly efficient and effective services to quality standards, budget and timelines. • Developing, implementing, monitoring and reporting on work systems and service performance. • Provide leadership in the development and ongoing implementation of a safe work environment. • Provide leadership in the areas of continuous improvement, customer service, and human resource management in the delivery of service areas in a manner that supports the core values, behaviours and objectives of the Council.
VALUES AND BEHAVIOURS:	<p>These Values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> • Create a sense of belonging & pride in the Salisbury community

	<ul style="list-style-type: none"> • Respect individual differences • Speak up if it is not respectful • Look after the wellbeing of ourselves and those around us <p>Accountable</p> <ul style="list-style-type: none"> • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important <p>Collaborative</p> <ul style="list-style-type: none"> • Work together committed to a common purpose • Openly share information • Find ways to connect people for better outcomes <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do • Imagine new futures and look for new opportunities • Make a positive difference
<p>KEY RESPONSIBILITIES:</p>	<p><u>Work Practices:</u></p> <ul style="list-style-type: none"> • Provide leadership and operational management to a variable number of multi-disciplinary teams (building maintenance team, security team, and structures team). • Develop, implement, monitor and report on work programs and associated systems and processes to ensure operations and services are delivered efficiently and effectively to service standards. • Develop, monitor and review Key Performance Indicators, standards and metrics for service areas. • Ensure the Coordination of in-house resources to deliver programmed and reactive services including staff, plant/machinery & equipment. • Contract management and administration of contracts assigned to service area; including specification development, tendering, acting as Superintendence representative and ongoing contract administration. • Ensure customer requests are actioned, a customer focus is applied to service standards and customer liaison is maintained in accordance with Council standards. • Monitor and report on operational performance of service delivery against standards, budget and timeframes. • Ensure all operational activities comply with relevant policies, regulations and legislation. • Project manage minor capital works projects. • Provision of relevant expertise and effective liaison with other Council divisions and departments. • Proactively develop and maintain strong and effective internal and external relationships with key stakeholders that contribute to quality service delivery; including residents, businesses and Statutory Authorities, representing Council as required. • Development of operational policies, procedures and guidelines relating to service areas. • Service areas of responsibility may include; building maintenance (carpentry, painting, electrical, cleaning,

compliance etc.); **security services** (response, patrols, cctv etc.); **structures services** (play spaces, park furniture, boardwalks, signs).

- Assist with the preparation, implementation and monitoring of Business Plans for the Field Services Portfolio.
- Identify and implement productivity, procedural and cost reduction strategies to improve performance.
- Assist in the implementation and operation of mobile technology devices and asset management integrated systems.
- Other duties as required from time to time, as per direction.

Human Resources:

- In consultation with Coordinators and Leading Workers, coordinate and supervise staff across service areas to meet work load demands and service level standards.
- Identify and effectively manage unsatisfactory performance in accordance with Council Policy and Procedure.
- Investigate allegations of breach of code of conduct or other policies/procedures and make recommendations through a report to the Manager.
- Manage the teams to ensure productive, harmonious and team oriented work groups.
- Oversee the coordination of staff annual leave and management of absence and illness.
- Attract, engage and retain skilled staff to deliver high performance.
- Lead the recruitment and induction process for filling vacancies in the service areas.
- Lead, inspire, coach, train and mentor staff to develop work skills, efficiency improvements and motivation.
- Develop and maintain skills/competency matrix for service areas and identify training needs of staff and assist with the development of training programs.
- Undertake personal development plans with all staff in service area. Facilitate personal and professional development of reporting staff.

Administration:

- Ensure correct accounting for labour, equipment and materials by maintaining accurate up-to-date records as required i.e. Time sheets, daily work sheets, job sheets, work site risk assessments etc.
- Prepare and review contract documentation for external contracts as appropriate.
- Issue Work Orders and authorise invoice payments within the limits of delegated authority.
- Prepare written reports for Council meetings, public liability claims, work cover claims, theft or vandalism and other relevant operational matters in accordance with internal and legislative requirements.
- Undertake presentations to Elected Members, work groups and other stakeholders as required.
- Preparation of correspondence in response to customer enquiries.

	<ul style="list-style-type: none"> • Coordinate regular team meetings, ensure accurate minutes are prepared and distributed. • Assist in the development of annual service area budgets and business plans. • Develop accurate cost estimates and schedules of rates for operational activities. • Control and monitor service area expenditure and report and present on variances as appropriate. • Analyse reports, policies, plans, requests and legislation to make recommendations in operations, service levels and maintenance initiatives. • Investigate and report on plant/machinery replacement requirements. • Develop business cases for new operating initiatives and change management processes for approval by Manager. <p><u>Continuous Improvement:</u></p> <ul style="list-style-type: none"> • Lead and facilitate the continuous improvement of work practices and associated systems and processes, including identifying areas for improvement and conducting operational reviews. • Act as process owner for City Infrastructure continuous improvement projects relative to service area. • Ensure continuous improvement initiatives have considered broader organisational requirements. • Actively promote a culture of continuous improvement.
<p>WHS RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Complete investigations and assessments of incidents and hazards relating to service areas. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment). • Ensure that safe systems of work are developed, documented, implemented, followed and reviewed and maintained - including; Hazard Identification/Safe Work Methods/Standard Operating Procedures/Work Instructions/Risk Assessments/Audits & Inspections. • Fulfil injury management responsibilities including completion of claims documentation and participation in return to work process for injured employees.

GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> • To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	<ul style="list-style-type: none"> • To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	<ul style="list-style-type: none"> • Current SA Drivers Licence • Relevant qualifications and experience providing leadership to multi-disciplinary, trades and operational service teams, demonstrated competencies in a similar role • High level technical knowledge and competency in building trades and/or similar work areas • High level ability to organise, coordinate, influence and motivate staff • Ability to interpret plans and specifications • High level interpersonal and public relations skills • High level communication skills – verbal, report writing, presentations • High level of computer literacy, with competency in Microsoft applications and the ability to learn and use in-house systems • Experience in the supervision and development of staff & teams • Experience in coordinating and delivering multiple concurrent service programs and projects on time, within budget and to specification • Experience in the supervision / contract management of service contracts • Experience in the development and monitoring of service delivery to key performance indicators • Experience in managing budgets • Sound decision making, problem solving and time management skills • Effective negotiation and mediation skills • Sound knowledge of risk management principles
DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> • Post graduate qualification in Management (or related area) • Experience in leading services through organisational change • Sound knowledge and experience in the correct use of machinery and equipment used in building maintenance functions • Sound knowledge of legislation, regulations and Australian Standards pertaining to service areas – in particular: <ul style="list-style-type: none"> ○ Building Code of Australia ○ Local Government Act 1999

	<ul style="list-style-type: none"> ○ Contract Management – relevant Australian Standards ○ Playgrounds – relevant Australian Standards ○ WHS Act 2012 (SA) <ul style="list-style-type: none"> • Knowledge of functions and services within local government organisations
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Authorised Officer with specific delegations in accordance with Local Government Act 1999 • Some out of hours work will be required from time to time, including attendance at official meetings
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

AGREEMENT:		
This position description reflecting the responsibilities, duties and skill requirements for the position, has been discussed with the incumbent.		
POSITION INCUMBANT NAME:	SIGNATURE:	DATE: