

POSITION DESCRIPTION

Position Title:	Urban Services Coordinator	Directorate:	Infrastructure & Development
Position Number:	100915	Department:	Work Centre
Employment Status:	Full-Time	Section:	Urban Services
Employment Type:	Permanent	Location:	Works Centre
Classification:	Schedule B, Salary Point 12		
Reports to:	Operations & Maintenance Supervisor		

PRIMARY PURPOSE:

The primary function of this role is to assist the Operations & Maintenance Supervisor in the delivery of work programs required by the position to achieve the objectives of the section.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Urban Services Coordinator** reports to the **Operations & Maintenance Supervisor** for all operational and management matters.
- The role is a key contributor to the Urban Services Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors, suppliers and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:



We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Delivery of Key Programs	<p>To assist the Operations & Maintenance Supervisor in the delivery of work programs required by the position to achieve the objectives of the section.</p> <ul style="list-style-type: none">• Suggest and implement innovation to works unit processes and systems.• Provide advice and feedback from field staff to ensure consistent and sound decisions are made.• Facilitation of regular team meetings as required.• Ensure appropriate communication strategies are implemented to flow and convey information to field staff from management.• To actively assist in the day-to-day management of the works section and be results orientated.• To be instrumental in the forward programming of future works and the proactive inspecting and programming of maintenance/construction works.• To provide an inspectorial and quality review service in the area of responsibility.• To ensure all staff of the works section are aware, trained in and use risk management systems and safety procedures.
Staff Management Responsibilities	<p>To develop and recognise staff and assist with the recruitment, management and implementation of learning and development plans and performance feedback.</p> <ul style="list-style-type: none">• Undertake performance reviews with individual staff as required.• Manage day-to-day activities of works section staff, ensuring appropriate outcomes are met in a timely and customer focussed manner.• Provide mediation and counselling of staff on performance related issues.• Ensure all relevant key positions have adequate succession planning with appropriate training and documentation in place.• Recognise best practice standards and good performance of team members within appropriate approved methods.• Supervise, train, discipline when necessary and provide two way communication and feedback to the works unit staff.

	<ul style="list-style-type: none"> To ensure all staff are trained to required standards to ensure they can perform their duties in a safe, effective and efficient manner.
Departmental and Strategic Reporting	<ul style="list-style-type: none"> Provide resources, support and monitoring of the works program to ensure the objectives of the works plan, department and Council are met. Communicate the relevant plan requirements to section employees so that they are understood and followed.
Work Health & Safety	<ul style="list-style-type: none"> Complying with WH&S policies and procedures Having responsibility for the identification assessment and management of WH&S hazards associated with operational activities. Behaving in a manner which will minimise the risk of injury to yourself and others. Identifying, removing where reasonably practical and reporting safety, health and environmental hazards in your work area. Assist in developing workforce awareness of the requirements of complying with WH&S policies and procedures.
Customer Service	<ul style="list-style-type: none"> Promote the positive image of Council as a whole Ensure that a high standard of customer service is maintained to both internal and external customers Engage, listen to and act where appropriate on feedback from our customers Implement, evaluate and continuously improve quality systems and processes for the section Ensure all requests and complaints are logged into the Customer Service or Works Order Systems. Co-ordinate and investigate complaints and enquiries from residents and internal stakeholders and ensure prompt resolution and feedback.
Financial Requirements	<ul style="list-style-type: none"> Assist in the achievement of agreed outcomes consistent with department business plans and budgets The position is the designated responsible officer for a cost centre and budget is responsible for the completion of that cost centre's monthly reporting, within the timeframes advised by finance. Undertake a collaborative role in developing, managing and meeting agreed budget allocations. Responsible for coding transactions and provided appropriate documentation, within advised timeframes. Responsible for complying with the Purchasing Policy. In particular, obtaining quotes, preparing tender documents and raising purchase orders, where appropriate. Assist with the management and review of maintenance and capital expenditure relevant Provide verbal and written reports, estimates, reviews and costings for projects to the Operational Cost Review Group as required. To provide budget costing at a project and program level as required. <p>?</p>
General	<ul style="list-style-type: none"> Perform any other duties as directed

	<ul style="list-style-type: none"> • Complete required record keeping such as Prestart Hazard Identification, Facility and site inspections, and Incident/Hazard Reports • Completing timesheets and other associated paperwork • Effective management of time and resources to meet agreed service levels • To display role model behaviours and actions that lead by example. • To provide expert advice to support section employees in the delivery of their duties. • Supervise contractors and administer contract works within the requirements of the Workplace Health and Safety legislation and any other relevant council policy or procedure. • Ensure the delivery of services provided by contractors is coordinated, programmed and costed. • Ensure contractors adhere to required timetables, work requirements and agreed programs.
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council's policies and procedures, code of conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- Nil

LICENSES/ACCREDITATIONS/REQUIREMENTS:

- A current "C" class drivers licence
- This role may require other reasonable after-hours activities and overtime when required by business needs.
- Working with Vulnerable People (WWVP)
- Be part of an on-call roster that responds to and deals with out of hours calls to Council for assistance if required.

KEY SELECTION CRITERIA:

Essential:

1. Diploma of Horticulture or equivalent.
2. Training in work site safety e.g. advanced traffic control, manual handling and workplace health and safety for managers and supervisors.
3. Trade qualifications or extensive practical experience in open space and amenity maintenance or a related field.
4. A proven ability in the planning, coordination and satisfactory completion of construction and maintenance work.
5. Encourage and ensure safe work practices and risk management within the work environment, both on and off site by leading by example.
6. Demonstrated ability to exercise sound judgement to develop long term solutions to infrastructure maintenance problems and report on replacement works to Asset Management System and Asset Officers.
7. Ability to use Council computer based software packages.

Desirable:

1. Diploma of Management, Project Management or equivalent.
2. Agree to undertake and complete training that will enhance performance in this position.
3. A broad knowledge base of a number of civil construction and maintenance practices.
4. Contract administration experience
5. An ability to empower staff and create a cooperative and proactive working group within your sphere of influence.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	