

## Position Description

<b>Position Title</b>	Supervisor Operations
<b>Directorate</b>	Sustainable Development and Infrastructure Services
<b>Level</b>	Level 6-7
<b>Reports to</b>	Coordinator Operations
<b>Responsible for</b>	Outdoor staff in Parks and Gardens or Maintenance
<b>Primary Location</b>	Shire of Augusta Margaret Works Depot
<b>Delegation</b>	As per Authorisations & Delegations Register

### Position Overview

- To supervise a wide variety of operational activities within the Operations team, including:
  - Parks and gardens maintenance, including recreational sports fields
  - Infrastructure development, maintenance and renewal
  - Roads and Drainage Maintenance and repair
- To ensure maintenance and parks operational programmes are carried out in a safe, effective, and efficient manner.
- To supervise staff and provide direction for the improvement of performance.
- To undertake regular inspections of Council's assets and revise maintenance plans as required.
- Liaise with other divisions, utility authorities, developers, contractors and the public on development and administrative matters, relating to works within the Shire.
- Review operational plans relating to areas of responsibility.
- To investigate and report on infrastructure failures and action repairs where necessary.
- Coordinate the Shire's 24 hour on-call services for all roads and parks issues when required.

### Position Responsibilities

#### Parks & Gardens

- Supervise operational program for scheduled parks and garden maintenance.
- Provide feedback on work scheduling and adjust programs to suit.
- Investigate and prepare project cost estimates for parks maintenance and capital projects.
- Undertake investigations of work practices to provide constructive feedback to staff and improve operational procedures.
- Liaise with service authorities in relation to works programs.
- Induct staff on the use of plant and equipment in parks and gardens operations.
- Undertake inspections of new assets under construction.
- Investigate customer enquiries on parks and gardens matters and develop responses/actions where required.
- Coordinate works with the recreation team, sports clubs staff and Senior technical officer to achieve best outcomes for the maintenance of playing surfaces.
- Inspect tree for health and risk and arrange arborist inspections if required.
- Inspect and advise on maintenance tasks across a broad range of POS infrastructure including: furniture, playgrounds, stairs and boardwalks, vegetation, fire breaks, irrigation, signs, trails etc

### Maintenance

- Supervise maintenance activities of the various works teams, consisting of direct labour staff, plant and materials and sub-contractors.
- Inspect and advise on maintenance tasks across a broad range of civil infrastructure including: Roads and verges, road furniture, bridges, stormwater assets (piped and open), vegetation, jetties & boardwalks, signs, footpaths, line marking etc
- Develop and maintain asset maintenance data.
- Liaise with service authorities in relation to works programs.
- Induct staff on the use of plant and equipment in maintenance operations.
- Review and investigate customer enquiries, developing work orders and providing responses to stakeholders as required.
- Undertake training and mentoring of new staff on maintenance tasks.
- Manage materials stock on hand, including chemical safety data sheets for maintenance tasks.
- Assist with procurement for the maintenance team tasks.
- Review maintenance program effectiveness and provide recommendations for improvements in practices.

### Administration, customer services and finance

- Prepare and provide responses to public enquiries, liaising with works staff and the customer experience team to improve practices
- Prepare and review quotes in accordance with the Shires procurement policy
- Review and authorise invoices from suppliers
- Review and update procedures in the Operations area
- Chair and minute take for meetings
- Coordinate communications between other Shire departments and operations staff

### Supervision and leadership

- Monitor staff performance in relation to expected program outcomes.
- Participate in staff performance reviews and manage staff performance.
- Mentor staff to improve their performance and wellbeing.
- Manage personnel issues and disputes.
- Assist in the recruitment and selection of employees.
- Ensure all HR forms are completed and submitted in a timely manner.
- Fill out and review daily timesheets before required deadline.
- Facilitate community, stakeholder, customer consultation and engagement processes

### Work Health and Safety

- Contributes towards the success of WHS initiatives within the workplace.
- Undertake job safety analysis and safe act observations as required.
- Review and report on plant and equipment prestart completeness
- Identify and report hazards.
- Develop and review relevant SOP's and SWMS pertaining to the operations team
- Observe staff to ensure works are carried out in a safe manner.
- Undertakes accident/incident investigations when required.

### Training

- Attend necessary training courses & staff meetings.

- Investigate and identify suitable training for both mechanics and plant operators to improve the Shire's operations.
- Train Operations staff in the shire's software systems when required.

## Position Requirements

### Essential

- Demonstrate experience in a relevant infrastructure environment (Parks and/or Civil assets)
- Demonstrated experience in supervising personnel including supervising and monitoring staff performance, quality of work and issues.
- Demonstrated experience in reviewing and implementing change to improve work practice outcomes.
- Moderate computer skills including Microsoft Office programs.
- Demonstrated experience in dealing with customers.
- Demonstrated interpersonal and communication skills.
- Demonstrated ability to make recommendations on complex operational and maintenance issues.
- Knowledge of WHS requirements relating to works undertaken by the Operations team.

### Desirable

- Completion of Front-Line Management qualification or similar.
- Experience in the use and basic maintenance of plant and equipment.
- Diploma Leadership and Management.
- Current construction white card.
- Ability to operate heavy plant at a basic skill level.
- Current HR License.
- Arborist qualifications
- Completion of Horticultural or Civil Construction diploma
- Basic Traffic Management accreditation and a knowledge of traffic management implementation
- Advanced computer skills including Microsoft Office programs

## Key Relationships

Internal	External
Works Depot Staff Finance teams HR team IT team Ranger team Landcare team	Ratepayers and General Public Volunteer Bush Fire Brigades Plant Consultants and Sales Representatives Contractors and Material Suppliers State Government Agencies, including DFES and DBCA

## The Way We Do Things

Respect



Integrity



Community



Excellence



## Acknowledgement

Reporting Officer Name	Signature	Date
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Name	Signature	Date