



Position Description

Operational Team Leader

Position Title:	Operational Team Leader
Occupant:	
Reports To:	Various supervisors as allocated
Grade:	8
Division:	Operations
Department:	Civilake
Section:	Services
Effective Date:	January 2015
Folder No:	F2007/00463

1 Organisational and Purpose Context

List the objectives and key accountabilities of the position:

CiviLake is a business unit within the Operations Group of Lake Macquarie City Council providing construction and maintenance services to the city's assets and for external clients.

This position is responsible for leading a small team in undertaking a variety of field duties associated with the construction and maintenance of roads, drainage, parks, buildings and associated facilities.

2 Key Criteria

Essential

- School Certificate or equivalent qualification
- RMS Blue & Yellow Traffic Control ticket (stop/slow & Sign Placement)
- WHS General Induction for Construction Work in NSW issued from 2001
- Current class C drivers licence or driving licence applicable to the operational need
- Demonstrates experience working under minimal supervision
- Demonstrates ability to perform duties in a reliable and enthusiastic manner with high level customer service skills
- Proven ability to work and communicate effectively in a team environment
- Demonstrates an understanding of the need for and application of environmental controls
- Proven literacy and numeracy skills that aid and assist workplace learning
- Relevant WorkCover license/ticket to meet operational needs

Highly Desirable

- Relevant industry experience in one or more fields of landscaping or civil work
- Experience in operating plant relevant to civil operations LR, MR, HR or HC vehicle licences with driving experience
- Experience in the use of minor plant and equipment (eg blowers, whipper snippers, vibrating plate)
- Experience in leading a team

Desirable

- Certificate III qualification in a field relevant to local government operations such as Building, Horticulture, Turf, Arborist, Bush Regeneration, Project Management etc.
- General knowledge with computer software applications such as spread sheets and data input

3 Duties

1. Supervise a small team of staff or contractors.
2. Assess the need for and selection of appropriate work method statements, labour, plant, materials, and procedures as scheduled by the applicable Site Supervisor, Zone Supervisor or Works Coordinator.
3. Work with minimal supervision, from the Coordinator, to carry out a broad range of skills associated with the construction and maintenance of roads, drainage, parks, buildings, including but not limited to mowing, spray sealing, landscaping maintenance, tar patching, traffic control, road signage, graffiti removal, and plant and truck operations.
4. Responsible for achieving programmed works, communicate and set work priorities for the team at a single site at a time.
5. Use skills and knowledge applicable to allocated General Works Assistant category to ensure that allocated works are undertaken in the most cost effective and professional manner.
6. Competently operate small plant items applicable to the role, in accordance with policies, procedures and legislative requirements.
7. Provide advice, instructions and decisions effectively with colleagues and external stakeholders.
8. Ensure that works are undertaken in an environmentally responsible manner and in accordance with relevant environmental practices.
9. Respond courteously and promptly to enquiries or refer to the appropriate Council Officer for resolution.
10. Ensure a high level of customer service is maintained at all times.
11. Authorise approved paperwork and documentation relevant to the activities of the team.
12. Comply with Council's Work Health Safety, and Code of Conduct Policies, including raising a Hazard Improvement Non Conformance (HINC), induction of employees, contractors, and site visitors.
13. Undertake reasonable overtime and perform other duties as required.

4 Relevant Position Information

Please note prior to an offer of employment being made, recommended candidates may be subject to the following pre employment check:

- Medical assessment with Council Doctor

This position may require:

- Shift and Weekend Work

- On Call Work
- Work across multiple sites
- Travel
- Work in confined spaces

5 Personal Characteristics

- Versatile
- Well organised
- Positive attitude
- Honest and trustworthy
- Practical
- Loyal to colleagues, the team, and the Council
- Willing to embrace change
- Service-oriented

6 Equal Employment Opportunity, Anti-Discrimination, and Harassment Responsibilities

Employees

Must take all reasonable measures to ensure they do not inappropriately discriminate against or harass other employees or customers and that they comply with legislation, Council's policies, procedures, and business rules relating to discrimination, harassment, and equal employment opportunity.

7 Capability Framework

LMCC has a capability framework that applies to all positions in the organisation.

The following core capabilities apply to all roles.

Capability	Elements
1. Customer Focus	
Identifies and anticipates the needs of customers and clients (internal and/or external), delivers services that meet and exceed expectations, and helps customers, clients, and business partners achieve their goals through the application of their own skills, behaviours, and knowledge.	<ul style="list-style-type: none"> • Understands Customer Needs • Ensures Quality Service Delivery • Resolves Issues • Strives for Continuous Improvement • Demonstrates Professional Empathy
2. Teamwork	

Works within a team environment, cooperates with others, considers the needs of others, and helps team members to achieve team objectives.	<ul style="list-style-type: none"> • Demonstrates Commitment to the Team • Plans and Organises • Adapts to Change • Understands Operational Environment • Acts with Integrity
3. Corporate Governance and Risk Management	
Understands and applies legislation, frameworks and policies for ensuring a safe and healthy workplace, sustainable business practices, privacy, and risk management.	<ul style="list-style-type: none"> • Work Health and Safety • Governance • Risk Management

Each position has specific functional capabilities that will be provided to you by your supervisor.

OPERATIONAL TEAM LEADER

JOB FUNCTIONS

OPERATIONAL TEAM LEADER – GENERIC FUNCTIONS	
Category	Competent in:
Administration	<ul style="list-style-type: none"> • Completion of timesheets • Pre start checklist for small plant • WMS induction forms • Worker Training Passport signoff • Delivery dockets • Daily diaries • Incident/accident forms • Host Tool Box talks • Notification of HINC's • PPE conformance <p>Read, interpret, understand, apply and train direct reports:</p> <ul style="list-style-type: none"> • WMS, team meeting minutes, procedures and SOP's
Customer Service	<ul style="list-style-type: none"> • Present yourself & team professionally and ensure appropriate communication during the course of duties • Ensure appropriate customer service in the field
Contract Management	<ul style="list-style-type: none"> • Liaising with contractors • Dealing with service providers & service authorities' eg Liaising on site, monitoring progress & checking quality of work
Erosion and Sediment control	<ul style="list-style-type: none"> • Assessing the need for sediment control needs • Basic knowledge to identify and place sediment controls
Materials Plant and Labour Management	<ul style="list-style-type: none"> • Materials – basic knowledge, ordering & receiving goods from the store or from external source • Plant & Labour – basic skills, ordering of selecting, using & receiving small plant & equipment • Ensure efficient use of allocated resources
Safety – Traffic Management	<ul style="list-style-type: none"> • General knowledge to implement traffic management of a work site • Traffic control Stop/Slow – Blue Ticket • Sign Placement – Yellow ticket
Undertake similar additional skills / activities as required by organisation Utilise technology as it is introduced to Operations	

OPERATIONAL TEAM LEADER – Landscaping Maintenance Functions

- Roadside Mowing
- Fernleigh Track
- Parks Mowing
- SQIDs Mowing
- Main Roads Spraying

OPERATIONAL TEAM LEADER – Landscape Functions

Category	Competent in:	
Park, Oval and Cemetery Maintenance	<ul style="list-style-type: none"> • Top dressing of ovals • Apply herbicide and fertiliser spray • Repairing wheel ruts • Pruning trees • Work in with Tractors on specific sites 	<ul style="list-style-type: none"> • Mowing around Parks, Ovals & cemeteries incl. large ride on mowers, whipper snipping & edging. • Liaise with user groups whilst working on specific sites.
SQID Maintenance	<ul style="list-style-type: none"> • Maintain vegetated areas in and around SQIDs • Maintaining signage, gates fences • Apply herbicide and fertiliser spray • Repairing wheel ruts 	<ul style="list-style-type: none"> • Maintain grassed areas surrounding SQID's incl. large ride on mowers, whipper snipping & edging inc unblocking drains & silt traps • Pruning trees
Cycleways / Roadside Maintenance	<ul style="list-style-type: none"> • Mowing along cycleways incl. large ride on mowers, whipper snipping, edging and blowing. • Apply herbicide and fertiliser spray 	<ul style="list-style-type: none"> • Mowing roadside, shoulders, sumps and around guide posts incl. large ride on mowers, whipper snipping & edging. • Pruning trees
Landscaping	<ul style="list-style-type: none"> • Basic Garden care and landscape work 	<ul style="list-style-type: none"> • Planting out • Mulching & weeding
Tree & Shrub Activities	<ul style="list-style-type: none"> • Timber cutting and mulching • Pruning trees 	<ul style="list-style-type: none"> • Shaping & undercutting of trees / shrubs & tree lopping on ground
Plant Operation – Plant and Equipment Maintenance	<ul style="list-style-type: none"> • Basic skills in the operation of small ride on mowers; and • other grass maintenance equipment e.g. blowers, vacs, chainsaws, edgers, turf cutters • Basic skills in the operation of spray unit • Due care of environmental considerations 	
6.5 Tonne truck & Tractor Operation	<ul style="list-style-type: none"> • Basic knowledge in the operation of plant or a combination of tractor and implements. • Due care of environmental considerations 	

OPERATIONAL TEAM LEADER – Civil Functions

- Flocon Patching Operation

OPERATIONAL TEAM LEADER – Civil Functions	
Category	Competent in:
Asphalt Work	<ul style="list-style-type: none"> • Patching of small areas & pothole patching • Shovelling & basic raking of asphalt • Kerb & Gutter & Driveways • Carrying out minor saw cutting • Spraying appropriate amount of emulsion • Overlays
Plant Operations – Compaction Equipment	<ul style="list-style-type: none"> • Basic skills operating a small roller and vibrating plate. • Basic knowledge of vibration, compaction and rolling techniques for both pavement & asphalt works
Plant Operations – Flocon Patching operations & Rollers	<ul style="list-style-type: none"> • Basic knowledge in the operation of the flocon patching and/or a roller. • Due care of environmental considerations • <i>A practical assessment may be required if previous experience cannot be verified.</i>