

POSITION DESCRIPTION

Position Title:	Operations Supervisor
Position Number:	10715
Directorate:	Strategic Projects and Infrastructure
Reports to:	Operations Coordinator
Supervises:	Leading Hands, Maintenance Worker Plant Operators
Department:	Infrastructure Services
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 5

1. POSITION OVERVIEW

The Operations Supervisor is responsible for assisting the Manager Asset Maintenance and Operations Coordinator to supervise and control Council's road construction, drainage and maintenance works.

1.1 Position Objectives

- Provide operational level leadership, supervision and support of employees in the Operations maintenance and construction teams.
- Effective delegation of duties and project activities to Leading Hands and Technical support.
- Control and monitor the use of plant and materials.
- Contribute to the management of sub elements of the Annual Budget for Operations.
- Liaise with the Operations Coordinator regarding public utilities, authorities and contractors on matters required for the implementation of Council's road construction and maintenance program.
- To strive for continuous improvement in the operational delivery.
- Maximise team efficiency.
- Lead and champion OHS compliance.

2. DUTIES & RESPONSIBILITIES

2.1 Programs and Services

- Undertake or supervise relevant annual projects.
- Ensure work schedules are managed effectively to ensure schedule maintenance programmes are implemented
- Under the direction of the Principal Operations Supervisor, schedule, implement and monitor maintenance programs for all activities under primary role of responsibility including roads, drainage, footpaths and other infrastructure.
- Ensure monthly inspections (written and visual) of all Operations areas is undertaken to advise future maintenance requirements.
- Undertake annual condition inspections of road and associated assets and ensure reported within the City's asset management system (MyData).
- Responsible for Dial Before You Dig applications.
- Responsible for the Daily Plant checklist forms and checking they are relevant to current legislation and operation.
- Assist the Operations Coordinator in developing and implementing changes to operations that result in the increase of productivity and level of customer service.

- Supervise funeral onsite preparations and inspections to inform monumental site location works and actioning cemetery requests as required

2.2 Management

- Daily organisation of staff.
- Daily discussions with Operations Coordinator in regard to annual work programs, reactive requirements and interruption to planned works
- End of each week formally draft the following week works schedule in liaison with Operations Coordinator and Team Leaders.
- Responsible for quality and quantity of work performed, including work outcomes of employees supervised
- Responsible for materials, tools, equipment, vehicles and plant in the employee's use and used by others under their supervision. Ensuring damage is reported and repaired in a timely manner and all vehicles first aid and equipment are maintained and current.
- Ensure designated work and storage areas at the City's Operations Centre are kept in an organised and tidy state.
- Regularly meet with Leading Hands to plan future work programs.
- Perform administrative duties as required for the position. Includes checking daily timesheets and ensuring correct job allocation and carrying out procurement activities.
- Liaise with Operations Coordinator on labour and plant requirements, ensuring these are considered into annual work schedules
- Manage training requirements for Operations staff in discussion with Operations Coordinator and with Human Resources.
- Liaise with public utilities for services effected by Council's works as required, ensure all documents and communications is documented and recorded for access in the future.
- Undertake staff performance reviews for teams.
- Responsible for the implementation, completion and finalisation of Action Requests and the recording into records system.
- Assist the Operations Coordinator in developing and implementing changes to operations to the increase productivity and level of customer service.
- Ensure designated work and storage areas and traffic management signs at the City's Operations Centre are kept in an organised and tidy state and compliant with OSH/ AUS standards.

2.3 Financial Management

- Assist Operations Coordinator in the development of annual maintenance and construction budgets.
- Monitor operational budgets and monthly cash flows, ensuring costs are allocated to correct operational accounts.
- Ensure correct procurement process is followed at all times, commensurate with the City's procurement policy.

2.4 Customer Service & Communication

- Lead and promote a strong customer service culture, ensuring a service delivery approach that is responsive within reasonable timeframes to address the issues and requests of stakeholders.
- Build and maintain effective positive and cooperative communication with businesses, ratepayers and other key stakeholders, to ensure ethical and transparent working relationships are maintained in carrying out City activities.
- Ensure practices and procedures reflect excellence in the provision of internal and external customer service by the team.
- Ensure the Organisation's customer service activities are professional and that all correspondence is dealt with in a professional and timely manner.

2.5 Records Management

- Ensure all documents are recorded in accordance with the Council's Record Keeping plan and electronic document records management policies and procedures.
- Ensure confidentiality is maintained when handling all applicable Council documents.
- Ensure all Toolbox and prestart attendance and topics are recorded as well as all incidents and near misses reported.

2.6 Health & Safety

Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Operations Coordinator.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Ability to exercise judgement to problem solve by reference to established processes, procedures, precedents and instructions.

3.3 Specialist Knowledge and Skills

- Knowledge of road asset maintenance standards, methods and practices including signage.
- Working knowledge of Occupational Health and Safety Regulations, Equal Opportunity Legislation and policies.
- Sound knowledge of the Local Government district.
- Understanding of financial systems.
- Developing plan reading skills.
- Developed record keeping, administrative and time management skills.
- Demonstrated ability to use initiative, and effectively manage multiple projects and programs.
- Developed computer skills.

3.4 Management Skills

- Demonstrated experience in a supervisory role sufficient to be able to provide leadership and effective day-to-day management to a team.

3.5 Interpersonal Skills

- Developed numeracy, written and verbal communication skills relevant to the work area.
- Demonstrated team development and leadership skills.
- Ability to manage time effectively to ensure duties are carried out to the required standard.

3.6 Qualifications and Experience

- Current C class driver's licence (MR/ HR desirable)
- Basic accreditation in Traffic Management and willing to attain WTM Certification
- First Aid Certificate
- Demonstrated previous experience in the construction and maintenance of road works for local authorities, Main Roads or private contractor
- Front line management qualifications from a recognised training provider and/or significant work experience in a similar role preferably in a Local Government environment highly regarded
- Experience in various earthmoving plant operations and civil works
- National (or Federal) Police Clearance no more than 6 months old