



POSITION DESCRIPTION

Position Title:	Operations Coordinator
Position Number:	10935
Directorate:	Strategic Projects and Infrastructure
Reports to:	Manager Asset Maintenance
Supervises:	Operations Team
Department:	Asset Maintenance

1. POSITION OVERVIEW

The Operations Coordinator is responsible for ensuring the effective and efficient delivery of annual civil infrastructure maintenance and renewal programs in partnership with the Coordinator level peers. The position will efficiently coordinate all resources and processes to achieve the outcomes of annual maintenance and renewal programs, whilst providing advice and support to other areas of the City administration. The Coordinator will be involved in the strategic planning of the department's long-term goals and plans and work cooperatively with other department Coordinators. The position is responsible for the coordination of the operations workforce and includes workforce planning and budgets.

1.1 Position Objectives

- Efficiently deliver selected projects using in-house resources and/or contractors.
- Develop and manage infrastructure maintenance programs to ensure adopted service levels are maintained.
- Be a point of contact for internal and external customers for matters affecting infrastructure maintenance.
- Ensure consistency in the application of all standards, guidelines and work practices across all aspects of Councils civil works program to ensure quality outcomes at all times.
- Provide support to the departments' technical services team and Operations Supervisor to ensure the effective and efficient delivery of projects and services.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service & Communication

- Consultation with all key stakeholders and attendance at meetings relating to the role.
- Consultation with all key stakeholders where appropriate to achieve value for money and agreed results.
- Prepare Council and other reports where required in relation to operational matters.
- Provide feedback on the progress of projects and programs through the Manager Asset Maintenance to all stakeholders through progress reports, agenda items and articles for Council.
- Respond to enquiries, requests and complaints from external and internal customers.

- Mentoring and coaching of staff to ensure they have every opportunity to deliver to the best of the ability.
- Assist in providing support to other Departments within Council as required.

2.2 Administration & Finance

- Assist the Manager Asset Maintenance in preparing draft budgets and budget reviews within the area of responsibility for presentation to Director Strategic Projects and Infrastructure.
- Monitor the progress of expenditure against budget allocations and report anticipated discrepancies to the Manager Asset Maintenance.
- Prepare relevant budget and expenditure reports including financial and progress reports to the Manager.
- In liaison with Coordinator Technical Services undertake the scoping and development of relevant operational programs and projects including plans and specification.
- Monitor and manage civil contracts and manage contractors engaged to deliver specific aspects of the works program including but not limited to concrete services, asphalt and earthmoving services.
- Monitor and administer the performance management process of operations staff to ensure staff remain competent and appropriately qualified to operate equipment safely.

2.3 Strategic Planning & Policy

- Provide sound infrastructure related advice on strategic projects and internally or externally driven developments where required.
- Demonstrate strategic thinking and the ability to formulate strategic plans
- Participate in the development and review of departmental policy documents.

2.4 Programs and Services

- In consultation with Coordinator of Technical Services ensure appropriate plans, specifications and costings for the delivery of projects are available as required.
- Assist in the scoping of projects including specification as requested.
- Ensure changes made to asset conditions or type are recorded in the relevant systems
- Provide project management services to the organisation to ensure the effective and efficient delivery of civil projects.
- Coordinate all aspects of Councils civil operations including the development and delivery of operational works programs and the supervision of staff and contractors to ensure a high standard of workmanship and quality outcomes.
- Develop and maintain clear and concise Infrastructure maintenance programmes for all relevant infrastructure not limited to road reseal and repairs, footpath construction and renewal, stormwater drainage and open space maintenance, kerbing renewal, street sweeping, gravel road re-sheeting and grading.
- Maintain and implement standards, guidelines and work practices to ensure the consistency in approach within the Department and to inform external parties of their obligations.
- May on occasion be required to attend work after hours.

2.5 Occupational Health & Safety

Managers, Coordinators and 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 OHS 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.
- Provide and maintain a working environment in which the employees of the area not exposed to hazards.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

3 SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Authority to make decisions in accordance with delegations issued under the City's delegation register and the *Local Government Act*.
- Contract management and administration including specification and tender preparation.
- Experience with project planning, costing, budgeting and supervision.
- Directing staff in undertaking works.
- Financial and other delegations in line with adopted delegation register.

3.2 Judgement and Problem Solving

- Highly developed record keeping, administrative, problem solving and time management skills and demonstrated ability to effectively manage multiple projects and programs.

3.3 Specialist Knowledge and Skills

- Demonstrated skills and knowledge of contract management and administrative functions.
- Knowledge of effective asset management practices Demonstrated project management skills and experience.
- Demonstrate strategic thinking and the ability to formulate strategic plans.
- Financial management skills relating to budgeting and cost management.
- Highly developed report writing skills.
- Knowledge of civil construction practices and methodologies in regard to planning, plant operation and operator management. Demonstrated understanding of infrastructure maintenance practices and techniques.
- Well-developed works programming skills.
- Well-developed computer skills including a working knowledge of the Microsoft Office software suite and applicable corporate software.
- Ability to operate effectively in a Coordination role in a Local Government environment.
- Developed knowledge of the functions of Local Government including legislative, policy and procedural requirements.

3.4 Management Skills

- Sound leadership skills, knowledge of human resource management practices including equal employment opportunity, awards and enterprise bargaining conditions, occupational health & safety and dispute procedures.
- 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

- Sound communication, interpersonal and negotiation skills to enable the effective provision of advice, information and assistance to Management, staff and contractors.

3.6 Qualifications and Experience

- Significant work experience in a leadership role, preferable in a Local Government environment
- Demonstrated understanding of the functions, legislation, policy and operations of a Local Government.
- Qualification in front line management and/or contract management (desirable)
- Civil Engineering or management qualification (desirable)
- Current Manual C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old).