

Position Title:	Service Delivery Lead
Team:	Water and Wastewater
Division:	Commercial Services
Reporting To:	Principal Water Services
Direct Reports:	Plumbers, Labourers and Apprentices
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	5

THE ROLE

The Water Reticulation Lead, reporting to Principal Water Services, will be responsible for the supervision of part of Council's water reticulation team. The Supervisor Water Reticulation will lead and monitor construction and maintenance operations of water and sewerage reticulation Infrastructure. This role will also work collaboratively across the region with other Lead and Supervisory roles within Water Services to ensure the effective delivery of Council's Water-related programs.

This position may be required to be on-call for after-hours emergency work.

KEY OUTCOMES

- Water reticulation maintenance and construction activities are completed efficiently, according to quality and safety standards
- Quality Customer Service standards are maintained according to the Customer Service Charter
- The impact of Water operations to the natural environment is mitigated through careful assessments and review
- Work-related safety incidents are mitigated through stringent WHS practices
- Professionalism and integrity is maintained in all interactions with Internal and external stakeholders

KEY ACCOUNTABILITIES

- Direct and supervise direct reports, ensuring workmanship and work activities are conducted in accordance with relevant designs, specifications, standards and guidelines
- Supervise program of construction and maintenance work activities, ensuring adequate resources (plant, labour and materials) are available to meet required time frames
- Monitor operational costs and funding allocations, and develop estimates and quotations for operational activities as required
- Allocate appropriate resources for construction and maintenance works to mitigate waste
- Assist in the development and implementation of work procedures where necessary and direct teams in the appropriate delivery of said procedures
- Ensure compliance to Council's safety policy, safety regulations and safe work practices
- Complete accurate and timely work orders, delegating customer requests where relevant
- Prepare project status reports for capital works projects

- Ensure administrative communication protocols are being followed with regards to notifications for main repairs
- Action employee timesheets in a timely manner and follow-up where necessary on payroll's behalf
- Instruct and ensure staff are competent in the use of computer and tablet GIS to identify asset locations
- Champion and action record-keeping processes in accordance with Council's records management policy
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Coordinator Water which generally fall within the scope of this position and are within the incumbent's skills, competence and training

BEHAVIOURAL COMPETENCIES

- Practices and influences behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Inspires individual and team commitment for performance and meeting team goals
- Acts proactively, exercises initiative, drives continuous improvement and implementation of change
- Responds flexibly to change
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Trade qualification in Plumbing and Drainage
- Extensive experience in a leadership role involved in the delivery of a construction and/or maintenance program for water and sewerage infrastructure
- Previous experience in leading multi-disciplinary teams to achieve goals within the constraints of time, cost and quality
- Ability to read engineering design drawings
- Demonstrated experience managing project budgets
- Knowledge of corporate and legislative Workplace Health and Safety requirements and risk assessment processes
- High proficiency in written & oral communication skills
- Strong interpersonal skills with experience in negotiation and conflict resolution
- Effective problem solving skills and strategic decision making capability
- Proficiency in the use of computers, tablet technologies and digital platforms
- Ability to demonstrate behavioural competencies
- Current Queensland "C" class drivers licence



Desirable:

- Experience working in Local government in a similar role
- Knowledge of corporate procurement and legislative requirements
- Knowledge of asset management principles and experience developing or using asset maintenance programs
- Experience with pumping equipment
- Knowledge of SCADA systems
- First Aid Certificate
- Confined Spaces qualification