

**Position Description**

<b>POSITION TITLE:</b> Leading Hand - Civil Maintenance	<b>REPORTS TO:</b> Team Leader Civil
<b>Pay Band:</b> Band 2	
<b>ORGANISATIONAL CONTEXT</b>	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
<b>PRIMARY OBJECTIVES</b>	
<p>As Leading Hand Civil Maintenance, you will provide in-field support and supervision as part of a team responsible for the delivery of programmed and breakdown civil maintenance across our water, wastewater, irrigation and drainage infrastructure.</p> <p>This role will rely on leadership and people management skills to contribute to the achievement of operational and strategic outcomes through a positive team culture.</p> <p>This position will provide support to the leadership team by ensuring a safety-first and customer focused culture, ensuring our assets are operated and maintained in a safe, reliable and efficient manner.</p> <p>This position will support the Team Leader to coordinate and plan effective and efficient resourcing and administration within the Civil Maintenance team, while collaborating with other teams across the organisation to deliver wider business outcomes.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Supporting the Civil Maintenance leadership team in developing and implementing a team safety first, customer focused and planning culture.</li> <li>Contribute to the preparation of detailed resource plans for each area of Civil Maintenance.</li> <li>Work collaboratively as a member of the Civil Maintenance team and with other relevant positions across the corporation to achieve business objectives within the Corporation's Corporate Plan, 10 year capital works program and Water Plan.</li> <li>Comply with the Code of Conduct for Victorian Public Sector employees.</li> <li>Show initiative and be open to opportunities for change while working towards LMW's goals and strategies.</li> <li>Represent the Corporation professionally at all times.</li> <li>Proactively managing staff performance and holding staff accountable with support from the leadership team.</li> <li>Assist other staff as required and carry out relief duties for Works Planners - Civil Maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>Provide support in the development of team planning strategies with your team and assist in setting achievable and realistic team objectives.</li> <li>Daily resource planning developed.</li> <li>Civil Maintenance resources are effectively managed within the required scope and budgets.</li> <li>Information and data is received by the relevant stakeholders as required to enable delivery in accordance with Civil Maintenance safety first planning and scope.</li> <li>Support the completion of annual individual performance and development plans in accordance with LMW's talent management framework.</li> <li>Staff engagement is promoted and facilitated to gain staff contribution into the direction and achievement of strategic goals.</li> <li>Promote consultation with fellow Leading Hands and Team leaders on maintenance strategies and processes to ensure fair and consistent leadership.</li> </ul>
<b>Customer</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Administration Officer</li> <li>Civil Maintenance Operators</li> <li>Manager Civil</li> <li>Senior Manager Service Delivery</li> <li>General Manager Service Delivery &amp; Operations</li> <li>Other Leading Hands</li> <li>Operations team</li> <li>Irrigation Delivery team</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated strong professional relationships with stakeholders as evidenced by feedback received through staff engagement surveys, 360 performance reviews and Board feedback.</li> <li>Support the Civil leadership team to ensure all training and professional development is strategically linked to organisational needs and aligned to performance and development plans and business planning processes.</li> </ul>

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> <li>• Metering team</li> <li>• Stores team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Contractors &amp; Consultants</li> <li>• Government Agencies</li> <li>• LMW customers, cultural communities and members of the public</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Provide fair, honest and constrictive feedback to all key stakeholders to first a constructive culture and manage for performance.</li> <li>• Provide respectful service to customers even during difficult conversations.</li> <li>• Repair of all service issues in a timely manner that meets LMW customer charter.</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Ensure all works are conducted in a safe and compliant manner.</li> <li>• Identify, assess and manage emerging and current operational risks through project planning and monitoring.</li> <li>• Ensuring a safety-first culture is developed in partnership with the Management team and broader organisation.</li> <li>• Contribute to the bi-annual Global Safety Index (GSI) survey process.</li> <li>• Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment and discrimination.</li> <li>• Take part in workplace safety inspections as relevant to the Civil Maintenance team.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is conducted within the Civil Maintenance Team in accordance with LMW Safety Management Systems at all times in a safe and compliant manner.</li> <li>• Improvement actions identified in safety inspections such as hazards or risks are rectified within the recommended timeframes.</li> <li>• Provide a safe place to work including mentally and physically free from harassment.</li> <li>• Reporting of hazards, risks and incident in the specified time frames.</li> <li>• Ensure team participation in all relevant Risk assessments and Safe Work Method Statements on work sites.</li> <li>• Support the Civil leadership team in the completion of Safety Conversations and Contractor Check Lists as per determined schedule.</li> </ul>

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<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Support effective civil maintenance planning, monitoring and delivery in consultation with team leaders, planners, staff and contractors.</li> <li>• Support the Civil leadership team in reviewing civil maintenance programs and the use of resources (including people and equipment) to ensure safe, cost effective and efficient outcomes achieved.</li> <li>• All Civil Maintenance works, planning, permits are delivered in a timely manner.</li> <li>• Support the Civil leadership team in collaborating with ICT to identify and pursue business improvements using technology.</li> <li>• Support the Civil leadership team to identify and implement innovations and efficiencies in the Civil Maintenance team.</li> <li>• Transparent Civil Maintenance team engagement when coordinating the teams daily works in conjunction with the team leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in the implementation of strategies, efficiencies and innovations that improve Lower Murray Waters cost effectiveness.</li> <li>• Supporting the development of user-friendly processes and procedures through the broader organisation.</li> <li>• Support the Civil leadership team in the continuous review of contractor versus internal operations to best utilise operational budget.</li> <li>• Data reporting is being completed as per organisational requirements at a satisfactory level in a timely and accurate manner.</li> <li>• Participate in the preparation and monthly review of budgets across the Civil Maintenance team and ensure efficient and accurate processing and approval of work orders, purchase orders and budget requests.</li> <li>• Oversee the maintenance of tools, equipment and plant, in a safe, clean and serviceable condition in accordance with recommended practices.</li> </ul>
<b>Capital</b>	<ul style="list-style-type: none"> <li>• As required, provide support to other areas of LMW to successfully deliver capital projects.</li> <li>• Ensure procurement requirements and LMW's policies and procedures are met.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Procurement is undertaken in accordance with the Victorian Public Services Commission guidelines and Lower Murray Waters policies and procedures.</li> <li>• Ensure LMW contractors are managed effectively by the civil maintenance team and in accordance with LMW contractor management procedures.</li> <li>• Completion of work packs for all planned works and ensure budgets are available and targets met.</li> </ul>

<b>LEVEL OF AUTHORITY</b>
Delegation Category <b>F</b> as per the current Instrument of Delegation.
<b>NUMBER OF REPORTS</b>
<p>Direct Reports:</p> <ul style="list-style-type: none"> <li>• Civil Maintenance Operators</li> </ul>
<b>SKILLS AND BACKGROUND REQUIREMENTS</b>
<p><b>Formal qualifications:</b></p> <ul style="list-style-type: none"> <li>• Certificate III Civil Construction desirable or experience demonstrated in a similar role.</li> <li>• White Card or Construction Induction Card desirable.</li> <li>• Apply First Aid (level 2) Certificate desirable.</li> </ul> <p><b>Leadership:</b></p> <ul style="list-style-type: none"> <li>• Ability to supervise a front-line team using leadership and people management skills.</li> <li>• Proven ability to work collaboratively within a multi-disciplined team to achieve organisational objectives.</li> </ul> <p><b>Customer:</b></p> <ul style="list-style-type: none"> <li>• Previous experience delivering customer focused outcomes in a service environment such as a utility organisation desirable.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience and understanding of a safety-first culture.</li> </ul> <p><b>Efficiency:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of planning and procurement methodologies for civil maintenance delivery.</li> <li>• Experience and detailed practical knowledge in pipe-laying, construction and maintenance including the ability to monitor work standards and practices and to recommend ways to improve them.</li> <li>• If required, be available and participate in the on-call roster and perform weekend and/or shift work when required to meet organisational requirements.</li> </ul>

**Capital:**

- Experience providing professional input into Capital or Infrastructure strategic plans of a medium to large organisation desirable.

**Compliance Requirements:**

- Driver's license.
- Compliance with a criminal background checks where required.
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy or a valid medical contraindication.

**SIGNATURES:** We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: