

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE:

Technical Officer – Operational
Maintenance

DIRECTORATE:

Assets

DATE:

06 September 2024

REPORTS TO:

Coordinator Operational Engineering
Maintenance

SERVICE UNIT:

Asset Maintenance

LEVEL:

7

POSITION NUMBER:**SUB UNIT:**

Engineering Maintenance
(Operations)

ROLE FOCUS:

Advice

ROLE BALANCE: (People/Scheduling/Technical)

10/30/60

JOB FAMILY:**ANZSCO CODE:**

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Assets Directorate** is responsible for ensuring the City's transport & drainage assets are strategically planned, built and managed to a high standard. This includes ensuring the effective and efficient deployment of resources to maximise the benefits to the community. These benefits may be gained from major infrastructure projects like roads and buildings, and community enhancing infrastructure like parks and coastal environments.

POSITION CONTEXT

Under broad supervision of the Coordinator Operational Engineering Maintenance, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; vendors and suppliers; members of the public; and City Leaders and employee.

A challenging aspect of the role is managing changing priorities and competing deadlines within required timeframes and to agreed standards.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Implements, manages and continuously reviews the effectiveness of the City's Engineering Maintenance Operational Works Program to ensure standards meet the City's transport & drainage asset management objectives.



Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Collaboration & Teamwork	<ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Contributes to the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none">• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.• Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.
Efficient & Effective Delivery	<ul style="list-style-type: none">• Develops, implements and evaluates the City's Engineering Maintenance Operational Works Program and Plan in accordance with the City's Asset Management Strategy that optimise the performance of infrastructure assets.• Researches, analyses and reviews engineering maintenance matters, identifying emerging issues, developing evidence-based options and recommending solutions.• Assists with the management of Engineering Maintenance contracts as required, including the development of technical specifications and the procurement process, ensuring that the delivery of contracts meets contractual specifications and obligations.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability activity.
Systems & Processes	<ul style="list-style-type: none">• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.• Contributes to the development of processes and procedures that support the work of the Service Unit.

Resources,
Governance,
Compliance & Risk

- Monitors budgets and prepare financial reports under guidance of leader.
- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City’s Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City’s reputation.
- Ensures contractors are aware of the City’s work, health and safety policies and procedures, and adhere to them.

CAPABILITIES REQUIRED	
<p>Qualifications, Requirements and Experience:</p> <ul style="list-style-type: none"> • Qualification in relevant discipline such as Civil Engineering or relevant experience. • Intermediate experience in the efficient utilisation of information systems and technology. • National Construction Induction Certificate (White Card) • C class Drivers Licence. • A certificate in Traffic Management is desirable. 	<p>Skills and Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of civil engineering maintenance practices and methodologies. • Intermediate computing, numeracy and literacy skills. • Intermediate organisational skills with the ability to prioritise competing tasks. • Advanced customer service skills. • Advanced communication and problem-solving skills. • Intermediate research and analysis skills. • Intermediate negotiation and influencing skills. • Knowledge of the practical application of work, health and safety measures in the workplace including hazard identification in the workplace including hazard identification in civil engineering construction and maintenance.
<p>Key Stakeholder Relationships:</p> <ul style="list-style-type: none"> • Support the Manager Asset Maintenance and Coordinator Operational Engineering Maintenance to assist them to carry out their roles. • Communicate, engage and provide support / advice to relevant stakeholders and customers. 	
<p>Role Authorities:</p> <ul style="list-style-type: none"> • Local Government Act Regulations and Act delegations, specific to the role. • Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level. 	
VERIFICATION	
<p>The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.</p>	
<p>Leader: Garry Anderson</p>  <p>Coordinator Operational Engineering Maintenance</p>	<p>Next Up Leader: Brian Gee</p>  <p>Manager Asset Maintenance</p>
<p>Date: 06 September 2024</p>	<p>Date: 06 September 2024</p>