

Position Description

Position:	Team Leader - Outdoor
Incumbent:	Vacant
Key Result Area:	Asset Management
Classification:	Band 6
Agreement name:	Towong Shire Council Enterprise Agreement 2018, which incorporates the Victorian Local Authorities Award 2001 (VLAA 2001) and the Nurses (ANMF – Victorian Local Government) Award 2015
Employment term:	Permanent
Employment type:	Full-time
Worksite location:	Towong Shire Council Depot – Corryong
Reports to:	Manager Operations
Supervises:	Crew Leaders Road Maintenance Crew Leaders Parks and Gardens Plant Operators and Labourers Parks and Gardens Operators Mechanic
Approved by:	Acting Chief Executive Officer
Date approved:	March 2025
Document type:	Position Description
Reference:	Personnel

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council’s values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Support and guide staff, building a positive, supportive, and customer-focused team culture.
- Play an active role in the delivery of Council objectives and commitments through the efficient construction, maintenance and operation of community infrastructure assets across the Towong Shire
- Ensure Council-owned and managed parks, reserves, and roads meet the quality and service standards expected by the community.

KEY RESPONSIBILITIES

- Provide supervision, daily direction and prioritization of works to Crew Leaders and Depot staff.
- Develop an annual preventative maintenance schedule for all Operations activities including grading, shoulder and drainage maintenance, reseal preparation, resheeting and noxious weed spraying. Organise and schedule works in accordance with the maintenance schedule.
- Organise and schedule the regular town maintenance activities for public open spaces, including cleaning and maintenance of public toilet facilities, playground equipment, park and street

furniture, parks and gardens.

- Respond to service requests assigned to the Team Leader, organising works efficiently and effectively to maximise use of Council resources in conjunction with timely completion of scheduled maintenance.
- Ensure plant hours are accurately and appropriately recorded. Assist with the plant replacement planning each financial year in accordance with budget and procurement guidelines.
- Ensure all documentation related to tasks performed including risk assessments, SWMS, pre-start inspections, timesheets etc are completed accurately and legibly to meet reporting requirements.
- As required, coordinate contractors to deliver maintenance works, in accordance with the procurement process, budget allocation, and design requirements.
- Contribute to the maintenance of the Skills Matrix Spreadsheet for the depot and when required coordinate staff training to ensure skills and qualifications are up to date.
- Participate in and contribute to activities, to improve individual, team, and organisational performance including recruitment and induction processes, including the timely completion of probation reviews, annual reviews and workplans.
- Taking appropriate action in an emergency, including arranging staff call-outs when incidents occur in the Shire due to emergency and/or weather events.
- Organise and manage a paid on-call matrix for staff during nominated times e.g. Easter break, Christmas holidays and any shutdown periods

People Management

- Lead the team culture through the provision of support, assistance, mentoring, and setting of clear expectations.
- Provide leadership and management to direct reports to support their continued development and learning, ensuring they have a full understanding of their roles and responsibilities under Council policies relevant to them.
- Conduct regular 1:1's, periodic workplans, and annual reviews with direct reports in line with Council's Enterprise Agreement, policies and procedures, ensuring individual and organisational objectives have been met.

SHARED ORGANISATIONAL RESPONSIBILITIES

Customer Service and Community Engagement

- Provide a high level of customer service consistent with Council values.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all Customer requests are responded to in a timely manner and interactions recorded in Towong Shire Council's Customer Relationship management system.
- Work with the communications and engagement team to prepare an appropriate communication/engagement plan as an integral part of every project and ensure the provision of timely and regular information relative to specific projects and service delivery.

Risk Management

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information

of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner.

- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors, or the public.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and keep accurate and complete records of business activities and decision making in Council's Corporate Record Management System and in accordance with the Public Records Act 1973.
- Observe the Code of Conduct and all appropriate Council policies and procedures regarding day-to-day conduct.
- Ensure compliance with relevant legislation, regulations, and codes of practice.
- Ensure that behaviours and actions are consistent with Victorian Child Safe Standards and related legislation.

Occupational Health and Safety

- Comply with Council's Occupational Health and Safety Policy and Procedures.
- Take reasonable care for your own health and safety, as well as the health and safety of others.
- Ensure that no actions are taken to interfere with or place at risk the health and safety of any person at the workplace; including employees, volunteers, or community members (including children).
- Only use Council plant, equipment and vehicles as authorised and instructed.
- Co-operate with steps taken by Council for OHS compliance.
- Participate in OHS training and consultation when directed.
- Correctly use personal protective equipment and clothing as directed.
- Report hazards, injuries, accidents or incidents in accordance with Council Policy and procedures.

Emergency Management

- Actively participate in and contribute to Council's Emergency Management processes, training, and response as outlined in the Municipal Emergency Management Plan.
- At times the incumbent may be asked to assist in Council's emergency management operations, as directed.

Other Duties

- Fulfill any other duties as directed by the Manager Operations that are reasonably within the limits of the employee's skills, competence, and training.
- Identify and recommend opportunities to continually improve Council's processes, systems, and service levels.

Additional Factors

- This position will require you to work at various locations within the Towong Shire and participate in the team's out-of-hours standby and on-call rosters.

POSITION CAPABILITIES

Accountability and extent of authority

- Ability to work towards clear objectives and/or within budgets with regular reporting mechanisms to ensure adherence to goals and objectives.
- Provide specialist advice.
- Provide formal input into policy development relevant to area of expertise.

Judgement and decision-making

- Ability to develop and improve specialised methods, procedures and process based on previous experience to achieve objectives of the position.
- Ability to solve problems, using creative and innovative ideas to resolve complex or technical problems not previously experienced.
- Guidance and advice is usually available.

Specialist knowledge and skills

- An understanding of the technology, procedures, and processes relevant to the position and those used within the department.
- Ability to interpret, understand and apply the underlying principles of legislation, regulations, policies, and procedures relevant to the position and/or department.
- An understanding of the function of the position and the long-term goals of the department and its context within the wider organisations.
- An understanding of policies relevant to the department and wider organisation.
- Familiarity with budgeting techniques.

Management skills

- Skills in managing time, setting priorities, planning and organising one's own work and those of other employees as required, to meet set objectives in an effective and efficient manner.
- Assist with providing guidance, advice, and training on routine technical, procedural or administrative matters, as required.
- Understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal skills

- Ability to gain co-operation and assistance from members of the public and other employees in the performance of defined activities relevant to the position.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees within the organisation to resolve intra-organisational problems.
- Strong oral and written communication skills with the ability to write reports and/or external correspondence.

Qualifications and experience

- Relevant tertiary or trade qualification, or extensive experience in Parks and Gardens, or Road Operations or similar, or significant knowledge and skills gained through on-the-job training commensurate with the requirements of the role.
- Experience in the use of Microsoft Suite including Excel, Outlook, Word, and Teams, and other Asset Management and Customer Relationship Management Systems.
- Experience in a supervisory or leadership position, including the management of employees and delivery of Works.
- Current Class C Drivers licence.
- White Card Construction Induction.

KEY SELECTION CRITERIA

1. Relevant tertiary or trade qualification, or extensive experience in Parks and Gardens, or Road Operations or similar, or significant knowledge and skills gained through on-the-job training commensurate with the requirements of the role.
2. Demonstrated experience in delivering inspections, maintenance, and record-keeping for assets including parks, roads, and playgrounds.
3. Demonstrated experience in leading a team to deliver high-quality works that meet the needs of Council and community, or similar.
4. Demonstrated ability to implement and manage personnel practices including those related to Equal Employment Opportunity, Occupational Health and Safety, and employee training and development which may be required under legislation.
5. Experience in the use of Microsoft Suite including Excel, Outlook, Word and Teams, with experience in the use of computerised Asset Management and Customer Relationship Management Systems, or other platforms for tracking and recording maintenance requests (highly regarded).
6. Well-developed oral and written communication skills, with demonstrated ability to liaise with community members to resolve complex issues.

Physical and Psychosocial Working Conditions

Posture / Activity	Rarely required	Occasional	Frequent	Regular/ Continuous
Sit		X		
Exposure to a computer screen	X			
Stand / walk				X
Walk over even and uneven and or steep terrain / stepping over ground objects			X	
Walk on slippery ground surfaces, after wet weather			X	
Perform forward reach with both upper limbs, sometimes carrying an object				X
Bend, squat, kneel and at times while carrying / lifting a load			X	
Reach and lift a load from ground level			X	
Reach with both upper limbs and times while carrying / lifting a load			X	
Perform neck rotation and flexion				X
Capacity to move quickly when working around plant or equipment			X	
Pull your own body weight by climbing onto equipment or plant using steps or a ladder			X	
Operate heavy plant and equipment. Operate utility vehicles			X	
Alternate posture from a sitting to a standing posture			X	
Perform elbow flexion				X
Awkward body postures		X		
Lift and carry 10kg to 25kg			X	
Lift and carry > 25kgs		X		
Heavy manual labour (shovel work, planting and pruning trees, cleaning up debris etc)			X	
Wear PPE and in hot or cold weather. (steel toe capped boots, dust masks, hearing protection, safety glasses, safety helmet)				X
Perform fine hand manipulation of both right and left hands				X
Perform side reaching, sometimes while carrying an object			X	
Perform tripod grip (e.g. to hold a pen)			X	
Perform low back rotation, sometimes while carrying an object			X	
Perform wrist flexion, ulna, and radial deviation				X
Drive work vehicles for work purposes			X	
Work in different locations and environments			X	
Work near employees with limited space e.g., lunchroom, work Utes			X	
Work outdoors up to 8hrs				X
Heat and cold exposure			X	
Exposure to pollens, insects and wildlife			X	
Handle hazardous substances (herbicides, dangerous goods)		X		
Exposure to noise, isolation and dust				X
Attend workplace meetings in meeting rooms		X		
Exposure to potentially dirty and contaminated environments such as resource recovery centres, public facilities, and cattle sale yards.			X	
Work with computer software and phone apps		X		
Follow instructions from your direct supervisor or people with authority to direct people in the workplace			X	
Work to deadlines, to manage competing priorities and associated work stressors and to adapt quickly in a dynamic workplace			X	

From time to time provide support on projects and tasks that are outside the normal scope of the role	X			
Contribute to a busy team			X	
Regularly communicate with team members and key stakeholders from diverse backgrounds, with possibly differing opinions, viewpoints, values, personalities, and priorities				X
Ability to manage interpersonal workplace conflicts and frustrations in a positive manner			X	
Capacity to liaise with the external customers who may exhibit challenging behaviours at times.		X		
On occasion make decisions and take responsibility in high-tension situations, for example post a serious injury or incident, IR matters, negotiating conflict and in an emergency, disaster or pandemic. These are challenging situations that involve high levels of uncertainty, risk and stress, and require swift and effective decision making, calming of volatile emotions and effective resolution.		X		

This position description has been approved by the Acting Chief Executive Officer.



Mark Florence

Acting Chief Executive Officer

Date: 11 March 2025

Acceptance of position description

I,, have read and accept the conditions of the Team Leader Outdoor Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: