

POSITION DESCRIPTION

POSITION TITLE	Coordinator Infrastructure Services
DIRECTORATE - SECTION	Asset Services – Asset Maintenance
LEVEL - EBA	9 - Salaried
RESPONSIBLE TO	Manager Asset Maintenance

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

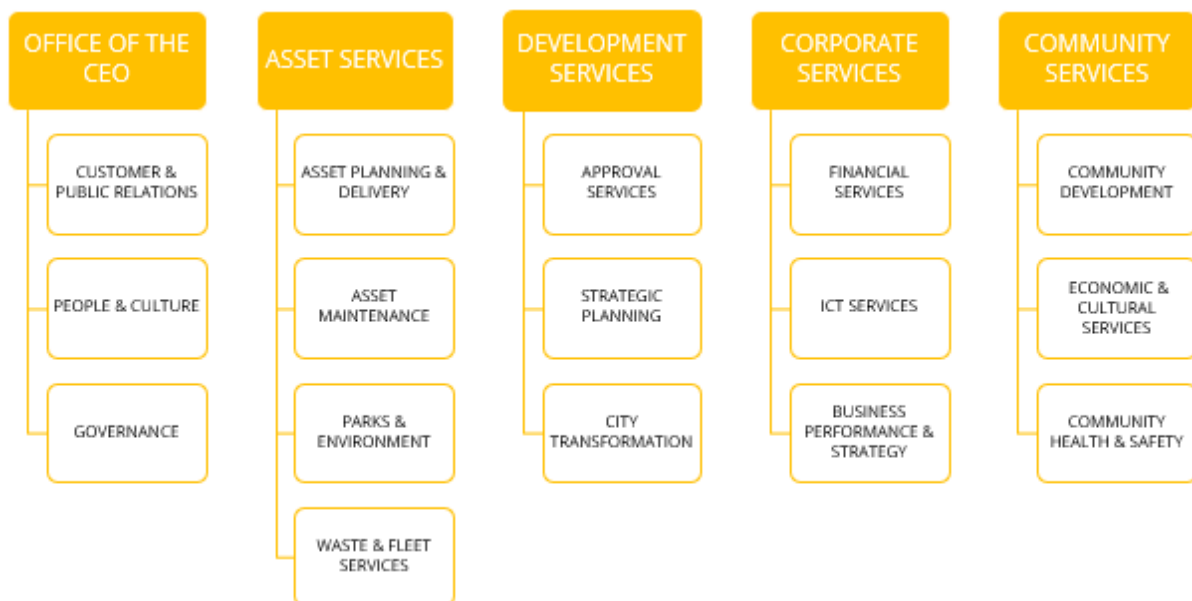
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To lead and coordinate the effective and efficient coordination and management of infrastructure maintenance of the City's Assets. This includes but is not limited to roads, footpaths, kerbs, drainage, bus shelters, signs, etc. This position will assist the Manager Asset Maintenance to deliver strategic outcomes and organisational goals in the management of these assets and related services.

This position will require attendance of activities and events outside of normal office hours. This position also requires to be on the After-hours Roster.

KEY RESULT AREAS

ORGANISATION SUPPORT

- Provide high quality advice to the Senior Management Group (Manager/Director/CEO) in a timely and professional manner.
- Prepare information briefing papers, reports, business plans and strategic documents.
- Ensure existing assets are maintained to meet community expectations and review and implement opportunities of improvement.
- Provide range of administrative, specialist or operational areas which include specific programmes/activities, management of service delivery and the provision of high-level advice.
- Provide high-level advice where required to advise of any maintenance or impact on City's infrastructure assets from applications/queries received through the City's development services business unit or other areas of the City.
- Responsible for After-Hours services as required, ensuring After-hours Roster is updated, staff compliance with safety procedures and on call matrix reflects correct workflows. This includes being on the After-hours Roster.
- Provide support to the Manager Asset Maintenance.

CUSTOMER SERVICE (INDIVIDUAL AND TEAM)

- Provide high quality advice to all stakeholders in a timely and professional manner.
- Coordinate responses to customer enquiries and requests in accordance with the KPI targets.
- Research and identify improvements in the industry and develop proposals/implement programs that enhance and improve the service delivery.
- Ensure that all staff in Infrastructure Services are aware of the City's Customer Service Charter and strive to deliver excellent service.
- Ensure that the service delivery area maintains a high level of customer service across all activities and projects.
- Seek feedback and comments on service delivery across all activities and functions to improve stakeholder satisfaction including coordination of team meetings.
- Establish effective working relationships and work collaboratively with internal and external stakeholders.

LEADERSHIP & MANAGEMENT

- Demonstrate the City's values and ensure the team displays the same.
- Work in accordance with the City's Code of Conduct and ensure the team adheres to the Code of Conduct.
- Lead and coordinate the Infrastructure Services team to ensure assets are maintained in accordance with City's requirements, any Statutory requirements and undertake proactive maintenance where possible.
- Be the point of contact for Infrastructure maintenance related queries, provide extensive knowledge sharing and expert information in all fields of Infrastructure maintenance such as finance, risk management, governance, reporting, etc.
- Responsible for compliance with standards and processes relating to Infrastructure maintenance procurement and contract management. Ensuring purchasing of materials/services are in accordance with the City's procurement policies and procedures.
- Understand the needs and interests of internal and external stakeholders, negotiating, influencing and working collaboratively to achieve positive agreed outcomes.
- Establish networks and facilitates cooperation and partnership with internal and external stakeholders.
- Leads and promotes a work environment that empowers, motivates and develops a highly skilled team capable of delivering key outcomes for the City.
- Identify key gaps and constraints for the delivery of Infrastructure maintenance and develop corresponding resolution and process.
- Establish and maintains effective liaison between contractors, staff and stakeholders.
- Identify areas of improvement underpinned by best practice.
- Provide leadership to staff within the service delivery area to meet the core and aspirational values.
- Ensure staff are trained and developed.
- Provide mentoring and coaching to staff.
- Ensure compliance with all legislative requirements relating to staff, including employment agreements, Occupational Safety and Health and Equal Employment Opportunity.
- Ensure all staff related documentation required for the proper administration of the Unit is completed accurately and on-time. This includes timecards, time sheets, leave forms, event statement reports, PES, position descriptions, staff performance, career development and Interplan.

BUDGET AND CONTRACT MANAGEMENT

- Understand the budget and financial constraints of the organisation and the Unit.
- Prepare forward programs and in conjunction with the Manager assist with the development of budget strategies.
- Develop budgets to support the delivery of activities and projects to meet organisational goals and objectives.
- Manage budgets to ensure that variances are within KPI targets.
- Manage contracts and contractors to ensure works are completed to approved scope, budget, safety, time and quality.
- Coordinates and participates in supplier selection processes.
- Undertake reporting and associated record keeping relating to statutory, proactive, and reactive maintenance and project works.

- Prepare and/or provide input to City reporting systems and where required, Council reports, communications and presentations to stakeholders, expenditure reports for review, etc.
- Preparation and/or review of tender and quotation documents.
- Monitor expenditure and arrange budget adjustments and funding requirements in collaboration with Manager Asset Maintenance, Finance and other stakeholders.
- Review and approve variations to works within approved budgets.
- Review and approve Purchase orders for goods and services to the limit of delegation associated with this role.
- Ensure Infrastructure team are monitoring budgets allocated to their planned and reactive maintenance works.
- Ensure contracts are managed effectively to ensure performance and safety is upheld as per the Contract terms and conditions.

ASSET PLANNING

- Understand the role of asset management in the delivery of services to the community.
- Cooperate and engage with asset planning staff to ensure the effective and efficient delivery of services and activities supporting the City's strategic and operational plans.
- Ensure relevant and accurate information is provided by the Unit to the asset management team.
- Identify improvements to enable effective data collection to feed into the City's Long Term Financial Plans.

MAINTENANCE AND WORKS PROGRAMMING

- Develop programs and maintenance plans to deliver on the agreed service levels.
- Develop and/or review programs for proactive inspection and maintenance of assets.
- With the Manager Asset Maintenance, promote best practice asset management and maintenance requirements moving forward.
- Provide supervision and coordination of programs and operations to ensure functionality and condition of the City's Infrastructure assets are fit-for-purpose. This includes proactive maintenance and reactive maintenance which includes but not limited to, gully educting, grading maintenance, potholes/asphalt repairs, etc.
- Understand and ensure compliance with statutory requirements of Local, State and Federal Government policies, guidelines and procedures with respect to undertaking works (e.g. Environmental, Heritage, etc.).
- Undertake administration tasks such as obtaining permits, licenses, certificates and reporting measures to stay compliant with local and national legislation, internal rules and requirements.
- Develop and implement techniques and work practices and procedures in all facets of the work area to achieve corporate goals.
- Assist with the review of leases and licences and strategies as required.
- Oversees the project management of annual renewal/minor capital works within the City through supervision of staff or contractors.

WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.

- Ensure you and your team complies with all safety processes and procedures, undertaking all works safely. Conduct safety audits on team and contractors as required.
- Promote safety within the team and undertake proactive measures to reduce/address any incidents that occur within the team.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Ensure you and your team complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Possession of a relevant tertiary qualification in civil engineering, construction or a recognised equivalent.
- Construction Industry Induction Ticket (White Card).

SELECTION CRITERIA

1. Previous experience in a similar role within Local Government or similar environment.
2. Proven skills in contract management, budget, time and resources management, grant application and acquittal and project delivery.
3. Highly developed interpersonal skills, negotiation, conflict resolution and the ability to communicate with a wide range of stakeholders to enable effective working relationships and collaboration.
4. Demonstrated high level organisational and administration skills with the ability to handle confidential and sensitive matters appropriately. Supported with writing skills to undertake research and write technical and strategic documents and submissions, including policies and procedures.
5. Ability to use personal computer applications, and particularly the Microsoft Office suite of products.

DESIRABLE CRITERIA

Possession of or progress towards a post graduate management qualification or the willingness to undertake further formal study relevant to the position and the objective of the position within a reasonable timeframe.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.

- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager Asset Maintenance
DATE PD REVIEWED/APPROVED: 25 February 2025
