

## Position Description

Position Title	Works Foreperson
Directorate	Business, Engineering and Major Projects
Department/Business Unit	Infrastructure Services
Team	Works
Classification	Band 5
Date	September 2023

Reports to:	Team Leader Works Service
Supervises:	Driver/Operators (Works)
Internal Liaison:	Team Leader Works Services Unit, Staff from Infrastructure Services, and related technical areas within the BEMP directorate
External Liaison:	Residents, Contractors, Service Authority Representatives

### Position Objectives

Your primary purpose in this position is to:

- Effective coordination and facilitation of the day-to-day Works Program resourcing and delivery, including through staff, and plant, to ensure that services are delivered in a safe, high quality, efficient and professional manner.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- A successful track record of supervising and facilitating works program delivery in a multi-disciplinary environment
- A sound understanding of road construction & maintenance techniques, drainage maintenance, bridge maintenance and asset management principles and techniques, (incorporating the Road Management Act 2004, Council policies and plans and OH&S)
- Organising and coordinating skills to ensure plant, labour and resources are in place to achieve program deliverables efficiently
- Proven supervisory skills to lead a multi-skilled team
- Effective interpersonal skills, incorporating verbal and written communication, negotiation, problem solving and facilitation
- Current Traffic Control Ticket, preferably combined with Spotter's ticket
- A relevant qualification or significant field experience

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Heavy Rigid Driver's Licence
- ☒ current Traffic Control Ticket, preferably combined with Spotter's ticket
- ☒ ongoing First Aid and CPR (specify) including:
  - ☒ Provide First Aid (Level 2)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Resource Coordination and Allocation</u>	<ul style="list-style-type: none"> <li>Allocation of appropriate plant, labour and contract resources to achieve program commitments (balancing time, costs and quality constraints)</li> <li>Maximise the efficient use of Council plant, equipment and staff</li> <li>Assist the Team Leader Works Service Unit to achieve the service standards and specification requirements relating to program delivery</li> <li>Provide the Team Leader with performance data relating to work output, quality, OH&amp;S and timeliness for reporting and recording in Council's asset management system</li> <li>Provide support to other members of the Works and Fleet Team during staff absence or periods of peak workload</li> <li>Staff resourcing, incorporating work allocation, workflows, performance, quality controls and leave</li> </ul>
<u>Works Program</u>	<ul style="list-style-type: none"> <li>Produce a works program for the allocation of staff and plant resources, updated regularly to maintain service levels</li> <li>Monitor work in progress daily and modify the program where required</li> <li>Provide information on completed jobs daily to the Works Planner</li> </ul>
<u>Supervision and Leadership</u>	<ul style="list-style-type: none"> <li>Oversee the staffing of the Works Program Delivery Team and minor contract renewal works, including identify and implement training needs for staff and addressing performance management issues that arise</li> <li>Workforce planning to ensure appropriate staffing levels</li> <li>Demonstrate professionalism, ethical work standards and a high level of integrity</li> <li>Provide clear direction and open communication to facilitate values of openness and trust within the team</li> <li>Motivate staff by ensuring they have the necessary role clarification, support and resources for the job</li> <li>Ensure performance feedback is provided to individuals and the team</li> <li>Actively participate as a team member of the Department to ensure professional approach to achieving team and corporate objectives</li> <li>At all times, maintain confidentiality regarding employees, ratepayers and customers</li> </ul>
<u>Technical Direction and Advice</u>	<ul style="list-style-type: none"> <li>Provide specialist advice to staff and clients on program delivery issues</li> <li>Ensure Works Program Delivery staff fully understand how to effectively and safely carry out allocated tasks to defined quality standards, including on the job training</li> <li>Challenge existing operational methods</li> <li>Provide advice and assistance after hours when required</li> <li>Contribute to the development of Works Service Unit policy and procedures</li> </ul>
<u>Quality, OH&amp;S, Environmental and Specification Compliance</u>	<ul style="list-style-type: none"> <li>Operate within the Works Service Unit's quality, safety and environmental management systems</li> <li>Ensure compliance with Standard Operating Procedures (SOP's) and Safe Work Method Statements (SWMS) and monitor all OH&amp;S issues</li> <li>Assist in the development, implementation and regular review of SOP's and SWMS for all Works Service Unit activities</li> <li>Ensure compliance with the Road Management Act 2004 (and other relevant codes of practice) whilst working in the road reserve</li> <li>Oversee contracts for the provision of Works Program Delivery services</li> <li>Ensure Council policies and procedures are followed with integrity and compliance</li> <li>Ensure service standards and response times are met</li> <li>Liaise with technical staff in other departments and external Utility Authorities</li> <li>Undertake systematic monitoring for all areas of quality, OH&amp;S, environmental and specification compliance</li> </ul>
<u>Customer Focus</u>	<ul style="list-style-type: none"> <li>Ensure all customer requests are inspected/investigated and completed within the set timeframes and customers informed</li> <li>Ensure customers are treated professionally and courteously at all times</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>
<b>Child Safety</b>	<ul style="list-style-type: none"><li>• Understand obligations and act in an appropriate manner with and around children</li><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"><li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li><li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li><li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li><li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li><li>• At all times, comply with Council's Code of Conduct - Staff.</li></ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"><li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none"><li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li><li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li></ul></li></ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"><li>• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li></ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

## Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☒ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical exertion
- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

## Accountability and Extent of Authority

The position is directly held responsible for:

- Effectively leading and supervising the operations of the Works Program Delivery team including efficient supervision of staff, resources, contracts, quality and agreed plans and objectives:
  - Planning, work allocation, workflows, performance, quality controls and leave management
  - Leadership which incorporates professionalism, ethical work standards and a high level of integrity
  - Identifying and managing risk issues, ensuring safety, quality and environmental practices and principles are applied to the highest standards.
  - Excellent customer service standards are applied, and outstanding issues are resolved
- Ensuring the team have the necessary role clarification, support, resources, and training for the job and are trained in safe working practices and safe operation of plant and equipment under their control and are aware of OH&S policies, procedures, and responsibilities
- Where responsible for resource supervision, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.
- The provision of quality specialised advice and reporting on Program Delivery Services ensuring Council policies and procedures are followed with integrity, compliance, and application of Continuous Improvement principles.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Problems are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

### Independently:

- Allocation of trained staff and resources to meet work demands including overseeing contractors and managing staff and contractor performance and leave issues.
- Sourcing suppliers and contractors in accordance with Council's procurement policy and procedures
- Application of expertise, advice, and recommendations including variations to service standards to adapt to and deal with of different situations
- Developing and varying programs and applying corrective actions, including resolving customer requests.

### With Input from and Recommends to the Team Leader Works Service:

- Resolve operational and staffing issues efficiently and with minimal impact
- Consider long and short-term resource planning issues and areas for improvement
- Recommend team training and development programs to maximise productivity
- Expected to recommend improvements to work systems and procedures which result in cost savings and more efficient business practices.

### Guidance:

- Works under direction from the Team Leader Works Service, with guidance and counsel available within the time available to make a choice.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- A successful track record of supervising and facilitating works program delivery, managing contractors and staff including proven experience and skills in leading a team to achieve outcomes, as well as knowledge and skills in managing plant and equipment and maximising their usage and lifespan.
- Organising and coordinating skills to ensure plant, labour and contract resources are in place to achieve program deliverables, through an understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents.
- A sound understanding of Road construction & maintenance techniques, Drainage maintenance, Bridge maintenance and Asset Management principles and techniques
- A knowledge of the requirements of the Road Management Act 2004 and Council policies and procedures (including OH&S).
- An understanding of the role and function of the senior employees to which they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the long-term goals of the wider organisation.

## Management & Interpersonal skills

The essential position requirements include:

- The capacity to effectively manage time, establish priorities, plan, and organise own work and that of supervised employees to achieve specific and set results in the most efficient way possible within the resources available and within a set timetable.
- A 'can-do' positive approach which incorporates professionalism, ethical standards, and integrity, with the capacity to manage a range of projects, staff, and tasks simultaneously.
- Effective influencing and interpersonal skills, incorporating verbal and written communication, liaison, advocacy, and facilitation skills, with a customer service focus supported by actions and outcomes.
- Ability to gain cooperation and assistance from clients, members of the public and staff in the administration of defined activities and in the supervision of other employees or groups of employees.

## Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Mohammed Khan		September 2023
Manager	Matt Berry		September 2023
Director	Paul Kearsley		September 2023
Occupant			

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance



### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

