

Position Description

Position Title:	Team Leader Fleet & Operations Centre Services
Business Unit:	Works and Fleet
Department:	Infrastructure Services
Directorate:	Business, Engineering & Major Projects
Classification:	Band 7
Date:	October 2021
Reports to:	Service Unit Leader – Works and Fleet
Supervises:	<ul style="list-style-type: none"> • Fleet Coordinator • Motor Mechanic / Mechanical Fitter (HD & LS) • Apprentice Motor Mechanic / Storeperson / Mechanic's Assistant
Internal Liaison:	Service Unit Leader Works and Fleet, customers and staff, Manager Infrastructure Services, and staff, as well as Technical Staff in other departments
External Liaison:	Technical/Maintenance staff in external Utility Authorities, Contractors, & Consultants

1. Position Objective

The primary objectives of the position are to:

- To effectively lead, supervise and manage the operations of the Fleet & Operations Centre Services Team to ensure Business Plan, Service Standards, Budget and Specification and Integrated Management System outcomes are achieved using Continuous Improvement principles.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

The main areas of responsibilities will include but are not limited to:

Operational

- Supervise and lead the day to day operations of the Fleet & Operations Centre Services Team, undertaking workforce planning to ensure appropriate staffing levels to manage a range of programs and contracts associated with effective and efficient management of Council's Fleet Workshop and operational and financial management of Council's light and heavy fleet and plant.
- Oversee the implementation and development of Council's fleet management system, developing, maintaining and reviewing effective maintenance programs to ensure compliance with service standards and asset management plans, ensuring compliance to Standard Operating Procedures (SOP's) and Safe Work Method Statements (SWMS) for all Fleet & Operations Centre activities.
- Monitor operations and adjust accordingly to deliver service standards, maintaining an effective operation within funding limitations maintaining an aging and ever-increasing asset base.
- Assist with development and monitoring of the group budget and fleet capital replacement model, committing expenditure and approving payments within the budget, to an amount delegated by the Chief Executive Officer and Service Unit Leader.
- Develop quotations and contract specifications in accordance with corporate standards and operational requirements, managing contracts for the provision of Fleet & Operations Centre Services within annual budget limits and authority
- Investigate customer requests and respond in a courteous, professional, and timely manner, ensuring Council policies and procedures are followed with integrity and compliance, Continuous Improvement principles are applied, and all OH&S requirements are met.
- Identify training needs and implement appropriate training programs as required and provide support to other members of the Works & Fleet Service Unit during staff absence or periods of peak workload

Leadership

- Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity, providing clear direction and open communication to facilitate values of openness and trust within the team.
- Motivate staff by ensuring they have the necessary role clarification, support and resources for the job, at all times maintaining confidentiality regarding employees, ratepayers, and customers
- Ensure performance feedback is provided to individuals and the team, supporting each other in a team environment to recognise individual team achievements.

Planning

- Provide input into the development and review of Service Standards, Business Plans and Annual budgets to meet corporate and Departmental objectives.
- Plan and coordinate tasks to achieve Operational, Business Plan and Budget requirements, through staff resourcing, incorporating work allocation, workflows, performance, and quality controls.

Reporting

- Report on business plan outcomes and monitor and report on expenditure and variances for contracts and other operations.
- Provide specialist advice and produce reports on Fleet & Operations Centre Services issues, ensuring safety, quality and environmental reports are compliant and meet organisational requirements.
- Provide high level exception reporting from the fleet management system for the Service Unit Leader Works and Fleet.

Innovation and Change

- Challenge existing operational methods seeking out new ways of doing things and providing service in a more innovative and efficient manner in the pursuit of Best Practice and Continuous Improvement.
- Lead change in accordance with Council's change management principles.

3. Accountability and Authority

The position is directly held responsible for:

- Effectively leading and supervising the operations of the Fleet & Operations Centre Services Team, the freedom to act is governed by policies, objectives, and budgets and regulatory requirements with a regular reporting mechanism to ensure achievement of goals and objectives through:
 - Leadership which incorporates professionalism, ethical work standards, a high level of integrity and compliance with Continuous Improvement principles,
 - Role clarification, support, resources, and training for the job, identifying and managing risk issues as they arise,
 - Effective planning, work allocation, workflows, performance, quality controls and leave management,
 - Financial management in accordance with delegations of authority to meet Business Plans and Annual Budgets, achieving corporate and Departmental objectives,
 - Ensuring safety, quality and environmental practices and principles are applied to the highest standards,
 - Ensuring contract management is in accordance with corporate standards,
 - Excellent customer service standards applied, so that outstanding issues are resolved,
- Decisions and actions taken in this regard may have a significant effect on the programs being managed or on the public perception of the wider organisation.
- The provision of high-quality specialised advice to clients and reporting on Fleet & Operations Centre Services issues, subject to professional and regulatory review. The impact of such decisions made, or advice given may have a substantial impact on individual clients or classes of clients.

4. Judgement and Decision Making

Judgement and decision making will be within the following scope:

- This position is essentially problem solving in nature, with the nature of the work being specialised with methods, procedures and processes generally developed from theory or precedent.
- The problem-solving process comes from the application of these established techniques to new situations developing innovative and creative solutions. The challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Independently:

Required to make well thought through, sound judgements and decisions on:

- Application of specialist expertise, advice, and recommendations.
- Allocation of resources to meet work demands, including planning, priorities, and contingencies.
- Support the development and management of business plans and budgets.
- Managing contracts and contractors.
- Developing and varying maintenance programs.
- Resolving customer requests.
- Determining and applying corrective actions.
- Staff and contractor performance and leave issues.
- Financial commitments, expenditure, and payments.

With Input from the Service Unit Leader Works and Fleet:

- Resolve contract disputes efficiently and with minimal impact
- Resolve human resource issues quickly before they escalate
- Consider long and short-term resource planning issues
- Develop team training and development programs to maximise productivity
- Consider long term resource planning issues
- Assist in developing business plans and budgets
- Develop plans for efficiency improvement

Recommends to the Service Unit Leader Works and Fleet:

- Opportunities for efficiency gains with feasible options
- Variations to service standards to adapt to and meet the needs of different situations
- Improvements to work systems and work procedures which result in cost savings and more efficient business practices

Guidance:

- Work under broad direction from the Service Unit Leader Works and Fleet but guidance is not always available within the organisation

5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of fleet management theory/practice, incorporating fleet workshop, light and heavy fleet and plant, contract management, specification writing and procurement in the search for solutions to new problems and opportunities supervising and managing all Fleet & Operations Centre Services functions.
- Proven record of experience and skills in leading a team to achieve the business objectives, applying analytical and investigative skills to enable the formulation of options from within a broad organisation-wide framework. This should include the capacity to manage a broad range of projects, staff, and tasks simultaneously and achieve outcomes, through:
 - Expertise in monitoring performance, ensuring quality controls, and managing staff leave,
 - Project and contract management expertise to achieve corporate business requirements
- Leadership skills to influence others to achieve agreed outcomes and an understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with business acumen and the principles and practices of budgeting and relevant accounting and financial procedures is required in accordance with delegations of authority.

6. Management and Interpersonal skills

The essential position requirements include:

- Managing time, setting priorities, planning, and organising one's own work and that of other employees so as to meet tight deadlines and achieve specific and set objectives and business outcomes, in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee's development schemes, as well as contributing to the development and implementation of long-term staffing strategies.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, advocacy and facilitation skills to gain cooperation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to educate, motivate, mentor and develop staff and contractors.
- Excellent customer service focus supported by actions and outcomes through liaison with counterparts in other organisations to discuss and resolve specialist fleet issues / problems and with other employees within the organisation to resolve intra-organisational problems.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- A relevant heavy stream mechanical qualification combined with substantial subsequent relevant related industry experience. Relevant skills and experience should include:
 - A proven successful record of supervising and managing Fleet & Operations Centre services, leading staff, and contractors to achieve business objectives, incorporating operational programming and project management,
 - A sound knowledge of fleet management, incorporating fleet workshop, light and heavy fleet and plant, contract management, specification writing and procurement,
 - Demonstrated organisational skills to effectively manage time, establish priorities, and achieve business objectives, despite conflicting pressures.
- A current (and ongoing) valid Victorian Driver's Licence and Heavy Rigid (HR) licence as well as satisfactory (and ongoing) Police Check supplied prior to offer of employment and commencement.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, liaison, advocacy, facilitation, and excellent customer service.
- Intermediate to advanced PC literacy, incorporating the Microsoft Office suite of applications such as Word, Excel, Outlook, and Power Point along with an EDRMS such as Objective.

8. Notes and Comments

Verification

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

Prepared by:

Name:	Matt Berry	Signature:	
Date:	October 2021		

Manager:

Name:	Charles Taveira	Signature:	
Date:	October 2021		

Director:

Name:	Paul Kearsley	Signature:	
Date:	October 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Name Matt Berry

Signature

Date ___ / ___ / ___

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others	✓	
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees:

Business Unit Responsibilities

- Undertake Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.