



Position Description

Position Title: Field Supervisor
 Position code: 388
 Reports to: Supervisor Civil Works
 Section: Works and Services
 Salary level: Level 4 (South Australian Municipal Salaried Officers Award)
 Special conditions: Work at different locations including the Southern Operations Centre (Heathfield) and Northern Operations Centre (Gumeracha). Commuter use of vehicle in accordance with Council's Vehicle (Remuneration Packaging) Procedure. Mobile phone.

AHC Positions	Employees of Adelaide Hills Council (AHC) are working together to build the community through leadership, community involvement and commitment to service improvement. In performing their daily tasks, AHC employees will be community focused and committed to high quality customer service as defined in the Customer Service Framework.
Purpose	The Field Supervisor provides leadership and direction to Field employees to achieve effective and efficient service provision to the community. The incumbent will communicate and work collaboratively with other employees, customers and stakeholders to meet organisational service standards and develop and maintain a safe and positive workplace culture.
Judgement and Decision Making	The position leads field-based services across the AHC district performed in a variety of civil works environments. The incumbent will exercise initiative and judgment in applying established procedures governed by clear objectives and/or budget constraints. Where procedures are not clearly defined, the Field Supervisor will use their specific skills and knowledge of civil works environments for problem solving and decision making. Knowledge of AHC policies and procedures will be paramount and a focus on Workplace Health and Safety is a priority.
Number of staff supervising	20
Authority and Budget	<ul style="list-style-type: none"> • Budget authority is limited to approval of the Supervisor, Civil Works and recommendations to expend will be a part of this position. • The position includes authority to direct employee tasks and plant requirements. • Undertake tasks as governed by clear objectives/procedures/guidelines. • Act in relation to WHS/risk management matters within area of responsibility. • Required to set specific performance outcomes and further develop work methods where general procedures are not defined. • Work under general direction with assistance usually available.
Customers Indicate the people (internal and external) this job provides a service to	<p>Internal</p> <ul style="list-style-type: none"> • Directly supports the Supervisor Civil Works, and provides advice to Manager Works and Services and Director Engineering and Assets as required. • Regular communication and engagement with the Built and Natural Assets team. • Provides support and advice to other Council staff as required. <p>External</p> <ul style="list-style-type: none"> • Members of the community and community groups (those who live, work, play or learn in the district), suppliers, government and non-government agencies and other local government bodies.

<p>Suppliers Indicate the people (internal and external) that provide input to this job</p>	<p>Internal</p> <ul style="list-style-type: none"> • Regular ongoing guidance and direction is provided by the Supervisor, Civil Works. • Manager Works and Services. Guidance is also provided by key personnel within the Director's office. • The incumbent is expected to work co-operatively and collaboratively with other administrative employees across the organisation and will obtain input from various employees from time to time. <p>External</p> <ul style="list-style-type: none"> • Members of the community and people from external organisations will regularly seek information or provide information upon which the incumbent must act. The incumbent will be required to manage customer cases. • Contractors, consultants, Authorities (State and Federal), bordering Councils, sporting groups.
<p>Developing Employees and Teams</p>	<p>Positions with people management responsibilities are required to spend the time, energy and effort required to manage their team effectively. This includes actively developing the team, ensuring that employees have the opportunity to discuss work and seek assistance, to coach and guide employees in areas of development and to support employee's individual development and training.</p>
<p>Performance Discussions and Management</p>	<p>Positions with people management responsibilities are required to manage the performance of their employees. This includes day to day management, coaching, providing regular one on one feedback and establishing times to set and discuss work goals and training activities. It may also include the management of more serious performance issues requiring a formal process.</p>
<p>Leadership</p>	<p>AHC realises that achievement of Council's strategic goals and objectives depends on leaders having the competencies and people leadership skills to effectively lead their people, and through maintaining a high focus on individual and team performance. People with leadership responsibilities (People Leaders) are expected to learn and apply AHC's Leadership Framework. As part of the performance development program each leader will be assessed using the Leadership Framework. An independent 360 degree feedback process may also be used. The results of the assessment/s are used to help define appropriate leadership development that leaders are expected to complete to achieve consistent standards and continuously improve their performance.</p>
<p>Discussions on Professional and Personal Development; and Goal Setting and Monitoring</p>	<p>Professional and personal development is encouraged and supported through a performance and development planning process. This includes participating in discussions to plan work priorities and also to monitor progress against those goals. Coaching employees towards a high level of performance is also required.</p>
<p>Continuous Improvement</p>	<p>AHC has a culture of continuous improvement in service provision and business operations. All employees participate in formal and informal improvement initiatives as part of their day to day role and are encouraged to be innovative and creative.</p>

Services Values	<p>Five values underpin our customer service approach. They guide our behaviours, service standards and competencies and form the basis of our commitment to the community. They include:</p> <p>Available we make it easy for our customers and colleagues to reach us.</p> <p>Helpful we are approachable and always willing to assist our customers and each other. We share our knowledge and commit to dealing with our customer queries responsibly.</p> <p>Empathetic we listen to the needs of our customers and colleagues and appreciate each other's point of view.</p> <p>Responsive we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us.</p> <p>Reliable we are honest, accurate and consistent in all that we do.</p>
Work Health and Safety	<p>Those with supervisory responsibilities are accountable for the effective implementation and monitoring of the WH&S and Injury Management (IM) policy and procedural review within their area of control to meet legislative compliance. This includes complying, but is not limited to the Work Health and Safety Act 2012 SA, Work Health and Safety Regulations 2012, Codes of Practice, Australian Standards, and WorkCover Self Insured Performance Standards.</p> <p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Carrying out their roles and responsibilities as detailed in Council WH&S and IM policy and supporting procedures. • Relevant WH&S and IM policy and procedures are developed, implemented and monitored in their areas of control; • All foreseeable hazards in their areas of responsibility are identified, risk assessed and control measures implemented, regularly monitored, maintained and reviewed for its effectiveness • Workers under their control are provided with the necessary information, instruction and training to effectively and safely carry out their jobs. • Ensuring workers and their representatives are consulted on any proposals for, or changes to the workplace, work practices, policies and procedures and identified hazards that may affect their health and safety <p>The Worker has a responsibility, under the Work Health and Safety Act 2012 SA Section 28 Duties of Workers to ensure their own health and safety, and that of their fellow workers, whilst at work.</p> <p>This includes but is not limited to:</p> <ol style="list-style-type: none"> 1. referring to further information contained in the Councils' WH&S and Injury Management (IM) Policy. 2. taking reasonable care for their own health and safety and that of others whilst at work, including ensuring that no alcohol or drugs are consumed so as to endanger the workers own safety at work or the safety of any other person at work. 3. obeying reasonable instructions of the Person Conducting a Business or Undertaking (PCBU formally employer) in relation to health and safety at work. 4. actively implementing and working within Council's WH&S & IM policy and supporting procedures and safe operating procedures. 5. actively contributing to consultative and participative arrangements for the management of WHS& IM. 6. using personal protective equipment provided for health and safety purposes and reporting malfunctioning or faulty equipment. 7. not interfering with or misusing items or facilities provided in the interest of health, safety and welfare. 8. reporting to their manager in accordance with agreed Council procedures for injury, incidents, hazards or potential hazards. 9. discussing and reporting hazards or potential hazards with their immediate people leader/senior people leader.
Records Management	<p>The incumbent is responsible and accountable for adequately managing the corporate records they create and receive according to relevant policies, procedures and legislation.</p>
Selection Criteria	<ol style="list-style-type: none"> 1. Demonstrated ability to supervise, motivate and lead field teams across multiple worksites. 2. Demonstrated understanding of, commitment to and alignment with our customer service values and approach.

	<ul style="list-style-type: none"> 3. Relevant qualifications and experience in civil works. 4. Demonstrated consultative, negotiation and conflict resolution skills. 5. Working knowledge of relevant statutory requirements. 6. Demonstrated initiative, judgement and decision making skills. 7. Demonstrated administrative and organisational skills. 8. Sound report writing skills. 9. Proven experience in project management principles. 10. Ability to manage time, set priorities and plan workload. 11. Sound computer skills and willingness to learn corporate systems.
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(Note: Under Education and Experience and Skills and Knowledge, a requirement will only be listed once although it may apply to more than one KRA)

Key Result Area (KRA) The most important parts of this job	Outcomes The things to be achieved in each KRA	Education and Experience Qualifications and experience required to do this job	Skills and Knowledge Skills, knowledge and abilities required to do this job
1. Provide leadership, influence and direction to field employees across multiple work sites.	<ul style="list-style-type: none"> 1. Active and effective supervision and leadership of employees. 2. Desired organisational values are being displayed through team and individual behaviours. 3. Efficient use of resources to achieve team goals and targets. 	<ul style="list-style-type: none"> 1. Qualifications in leadership (well regarded). 2. A track record of positively managing employee performance. 3. A demonstrated record of role modelling organisational values and associated behaviours. 	<ul style="list-style-type: none"> 1. Demonstrated ability to supervise and lead teams across multiple work sites. 2. Leadership knowledge and skills. 3. Excellent communication and interpersonal skills.
2. Follow up consultation with residents and other customers.	<ul style="list-style-type: none"> 4. Customers are regularly informed of progress of an issue until it reaches resolution. 5. Minimal complaints from customers from lack of feedback. 	<ul style="list-style-type: none"> 4. A minimum of a Certificate 4 in Civil Works, Road Construction or a related field. 5. Experience in achieving positive and lasting outcomes to conflict situations. 	<ul style="list-style-type: none"> 4. Demonstrated customer service skills. 5. Demonstrated communication and interpersonal skills.
3. Site inspections with recommendations of proposed works.	<ul style="list-style-type: none"> 6. Works tasks are inspected within set timeframes and appropriately prioritised. 7. Appropriate resources are allocated to address the matter. 	<ul style="list-style-type: none"> 6. Experience in the delivery of services. 7. Minimum Class C Driver's Licence. 	<ul style="list-style-type: none"> 6. Ability to assess and analyse a situation. 7. Effective decision making skills.
4. Assess applications (access, water, electrical) and grant approvals.	<ul style="list-style-type: none"> 8. Approve, reject or advise service authorities as to proposed works within required timeframes. 	<ul style="list-style-type: none"> 8. Knowledge of assessing applications and grant approvals gained through previous experience. 	<ul style="list-style-type: none"> 8. Ability to manage time, set priorities and plan workload.
5. Responsible for the provision of private works quotations, including determining the costs and providing a written quotation.	<ul style="list-style-type: none"> 9. Meet customers requiring private works within set timeframes. 10. Providing written quotes within five days of making a decision. 	<ul style="list-style-type: none"> 9. Effective and timely cost estimating and quotation preparation skills. 	<ul style="list-style-type: none"> 9. Proven high-level consultation and negotiation skills. 10. Well-developed business writing skills. 11. Sound computer knowledge and skills.
Key Result Area (KRA)	Outcomes	Education and Experience	Skills and Knowledge

The most important parts of this job	The things to be achieved in each KRA	Qualifications and experience required to do this job	Skills, knowledge and abilities required to do this job
6. Provide advice to the Manager Works and Services on possible capital works projects.	11. Provide quarterly updates to the Manager Works and Services on current and future projects.		12. Well-developed organisational abilities.
7. Provide assistance to the Supervisor Civil Works to improve efficient work practices and increase proactive outcomes.	12. Lead and participate in updating processes and formulating flowcharts. 13. Evidence of employee consultation and involvement. 14. Other duties as required /directed.	10. Commitment to continuous improvement.	13. Ability to effectively consult with and involve employees in the identification and development of efficient work practices.
8. Take responsibility for the day to day operations of the community waste water systems (CWMS), including afterhours callouts.	15. Ensure all CWMS sites are operating effectively and all EPA requirements are met. 16. Development and implementation of operational plans relevant to wastewater systems that comply with relevant legislative obligations.	11. Project management experience.	14. Preparation of plans.