

Position Description

Position Title	Team Leader Business Support
Position No	9142
Directorate	Assets and Operations
Department	Engineering and Resource Recovery
Unit	Business Support
Appointment Type	Full Time
Classification	Band 6
Occupant	Vacant
Location	Woodend Operations Centre – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Reviewed by People, Culture and Performance	Date: July 2020
Employee – Vacant	Signature
	Date / /

Position Objective

Reporting to the Manager Engineering and Resource Recovery, provide support to the Manager Engineering and Resource Recovery and their Coordinators in engendering a positive team culture of high service standards, customer awareness, initiative and flexibility. Ensure the Manager Engineering and Resource Recovery is kept informed of any staff issues and keep both managers informed of customer issues for action or resolution.

Organisational Values

Macedon Ranges Shire Council are committed to the core values of respect, honesty, accountability, working together and innovation.

Key Responsibilities and Duties

Organisation

- Actively model organisational values in all aspects of the position
- Actively engage as a leader who drives system and process improvements within the Unit, Department, Directorate and Council as a whole
- Apply a flexible approach to the day to day operation of the team to ensure that a responsive, customer focused support service is provided to the Operations Department.

Customer Service

- Deliver clear, concise and well considered correspondence, verbal comments and specific recommendations
- Drive and ensure the use of the customer request management systems (Records Manager and Pathway) to understand, record and/or respond to customer requests for service and/or complaints
- Provide clear direction and support to team members to ensure accuracy and timeliness in completing administrative/ support tasks and responses to customer
- Provide assistance in dealing with and resolving requests/complaints for the Operations Department through either personal attention or referral to relevant staff.

Team Management

- Directly supervise the staff to ensure the efficient, effective and timely processing of administrative and support tasks associated with the depot based operations of the Engineering and Resource Recovery department, with incidental support to the Coordinator Operations
- Develop weekly rosters for all Business Support staff within budget parameters.
- Directly review for accuracy and appropriate approach, the work of the team to ensure the discharge of Council's legislated requirements and achievement of Council policies
- Provide constructive guidance, assistance and advice to team members to develop their knowledge and skills over time
- Organise regular team meetings and one on one meetings with team members to communicate key messages, give instructions and build/maintain a sense of team
- Undertake annual reviews of team members, as part of Council's commitment to learning and development

- Manage team members, including undertake performance management measures, to address poor behaviour and/or lack of achievement of KPIs and goals
- Allocate work to team members and work constructively with counterparts to ensure a consistency of approach and interpretation between team members within the Department, with a focus on delivery KPIs and goals, and providing responsive customer service to internal and external customers.

Support Manager Engineering and Resource Recovery

- Provide support to the Manager Engineering and Resource Recovery (MERR) to ensure that all follow up action on correspondence, reports, enquiries and complaints is undertaken
- Assist the MERR with business planning for Operations Admin Support
- Prepare budget and regular reporting against the budget for Operations Admin Support
- Prepare business cases and budget bids for Operations Admin Support
- Assist the MERR through the provision of technical advice
- Assist the MERR with contract administration
- Arrange meetings, travel arrangements and catering as required
- Assist the MERR in coordinating the forward planning, preparation and delivery of reports to the Director Assets and Operations for Council meetings and briefings.

Occupational Health and Safety and Risk Management

- Create, maintain and foster a safe work environment at all times
- Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety
- Ensure staff follow safe work practices, procedures, instructions and rules at all times and report potential breaches
- Ensure compliance with the provisions of the Occupational Health and Safety Regulations at all times
- Ensure that identified risks are reported to line managers and identified risk reduction strategies are implemented
- Ensure compliance with Council's Occupational Health & Safety and Risk Management Policy and Procedures.

Emergency Management and Response

This is one of a number of positions which may be called upon to assist the Council to meet its legislative obligations in respect to disaster response and recovery. The incumbent will, therefore, be required to:

- Participate in the development and implementation of Council's Emergency Response and Recovery Plans
- Participate in emergency response and recovery training
- Work with Council's Emergency Management Team to ensure that all essential services across Council are supported in the event of an emergency.

Record Keeping

This position is responsible for ensuring that records are created which will adequately document the business activities in which they take part, and that the records created and received are captured into the appropriate and authorised recordkeeping systems in accordance with records management policy.

Organisational Relationships

Reports to	Manager Engineering and Resource Recovery
Supervises	Business Support Staff
Internal Contacts	All Council staff, in particular, Managers, Customer Services staff and staff within the Assets and Operations Directorate.
External Contacts	The general public, government departments and agencies, other municipalities and contractors

Accountability and Extent of Authority

- Freedom to act set by clear objectives and/or budgets with regular reporting mechanisms
- Provide specialist advice that may affect decisions or actions
- Manage resources in the delivery of business support.

Judgement and Decision Making

- The nature of this work is usually specialised, with work potentially involve improving and /or developing methods and techniques generally based on previous experience.
- Problem solving to require application of specialist techniques or knowledge
- Guidance and advice is usually available.

Specialist Knowledge and Skills

- Requires proficiency in applying theoretical discipline, skill or knowledge in area of expertise, as distinct from tactical skills.
- Requires an understanding of budgeting principles/techniques.

Management Skills

- Skills in managing time, setting priorities, planning and organising own work and that of other employees reporting to this role
- Able to provide management to employees, including providing OHS standards and training.

Interpersonal Skills

- Ability to liaise with external and internal counterparts to discuss specialist matters
- Ability to gain co-operation and assistance from clients, members of the public and other employees.

Qualifications and Experience

- Diploma of Business Administration or similar, with at least two years' experience leading an administration team or less formal qualifications with substantial experience.
- Advanced skills in Microsoft Office Programs, well regarded if have skills in pathway and Records Manager (Trim).
- Experience in using corporate systems, including records and customer relationship systems to achieve results, well regarded if have skills in Pathway and Records Manager (Trim).

Selection Criteria

- Diploma of Business Administration or similar, with at least two years' experience leading an administration team or less formal qualifications with substantial experience
- Advanced skills in Microsoft Office Programs
- Experience in using corporate systems, including records and customer relationship systems to achieve results
- Experience in leading a team with a focus on customer and operational support in a high volume environment, where completing tasks in a timely manner is essential to service delivery
- Excellent prioritisation skills, with the ability to manage own time as well as setting, measuring and reviewing team objectives.

Note: Appointment is subject to the successful completion of this check.

Conditions of Employment

Employment conditions for all employees are in accordance with the current certified agreements at this council and employment contract or industrial agreement, organisational policies and procedures as amended.

Current certified agreements pertaining to Macedon Ranges Shire Council employees are:

- Macedon Ranges Shire Council Enterprise Agreement 2019
- Early Education Employees Agreement 2016

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details Enterprise Agreements can be downloaded from www.fwc.gov.au.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

Application Process

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination or police check.

Appointment to positions within Macedon Ranges Shire Council is on the basis of merit.

Key Selection Criteria

The position description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job. Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

More Information

The Contact Officer's name is stated on the Job Advertisement. If you have any queries, please contact this person so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

Privacy Statement - Recruitment

Personal and Health Information will be collected by Council during the recruitment process. The Personal and Health Information will be used solely by Council for this purpose. Council may disclose this information to other organisations if required by legislation. The applicant may apply to council for access to and/or amendment of the information after finalisation of the appeals process. Information relating to unsuccessful applicants may be destroyed by Council after 12 months from this time. Requests for access and/or correction should be made to Council's Privacy Officer.

Canvassing of Councillors and Council Officers

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.