

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Coordinator Business Operations	3486
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
Band 8	511231
<b>DEPARTMENT</b>	<b>DIVISION</b>
Operations	Infrastructure and Environment
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement no. 9 2023	City of Ballarat Operations Depot

## Position Objectives

The Coordinator Business Operations, will lead the business support team to develop, implement and maintain works schedules and customer request to support the Operations department to consistently demonstrate continuous improvement in service delivery.

## Key Responsibility Areas

- Lead and manage the Business support team to maintain customer and asset management systems to record all activities associated with the City of Ballarat's operations business unit.
- Support Council's plan to maintain, enhance and expand Asset management plans and data register.
- Monitor and maintain budgetary expenditure in accordance with council approved budgets.
- Provide quality customer service regarding all customer service requests.
- Liaise with departmental staff regarding the enhancement and further implementation of management systems that in turn benefits and promotes the increased capacity for the team to deliver corporate objectives.
- Contribute to the ongoing development and maintenance of management systems, including the expansion of systems across all of Operations and participation in audits and internal reviews.
- Consult with staff in the use and development of management systems procedures.
- Investigate and review efficiencies for the allocation and use of resources and the development of improved management and professional practices.
- Assist with customer enquiries and work closely with other Operations business support team to ensure that customer service provided is responsive and accountable.
- Review, monitor and assist Operations staff to meet mysafety compliance and offer advice as required.
- Maintain and report on compliance with the City of Ballarat's Tree Management Plan and Road Management Plan.
- Co-ordinate the completion of routine and ad-hoc tree and infrastructure inspections
- Identify and recommend improvements to the data collection and inspection processes and procedures.

## Scheduling and Programming

- Coordinate the development of works schedules for each operational team from scheduled and response hazard inspection data, client requests, planned maintenance schedules and incomplete work and customer requests for consideration with the relevant Operations coordinator.
- Coordinate and develop monthly maintenance programs in conjunction with Operations scheduler to ensure timely and efficient completion of scheduled works.
- Coordinate Councils after hours response service including, roster development, material supplies and logging of follow up works for appropriate officer to respond.

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## Staff Development

- Support coach and provide specialist technical advice to staff undertaking maintenance and capital work in accordance with annual budget allocations.
- Manage a multi discipline professional Business Support team including scheduler and to achieve Council's goals and objectives.
- Assist in the recruitment of team members and be responsible for their performance, skills and personal development.
- Provide clear direction to staff reporting to the position through the establishment of objective, individual performance indicators.
- Foster and cultivate an appropriate risk management culture within their unit.

## OHS

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

REPORTS TO:	DIRECT REPORTS:
Executive Manager Operations	Business Support Officer Operations Scheduler Operations Administration Supervisor
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
Operations Management team, Supervisors, All Council staff	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• Suppliers</li> <li>• Residents &amp; General Public</li> <li>• Community Groups</li> <li>• Government Authorities</li> </ul>

## Accountability and Extent of Authority

- Take a lead role in understanding customers' needs and expectations and provide recommendations on how to improve customer experience across the City of Ballarat Operations team.
- Accountable for development and issuing works programs and schedules to the appropriate Supervisors and Coordinators.
- Accountable for the accuracy and integrity of data within Council's data registers.
- Accountable for maintenance inspections of assets in accordance with defined inspection frequencies and service level agreements (e.g., Road and Tree Management Plan).
- Effective, productive, and timely implementation of works within approved budget.
- Monitoring budget expenditure for works under supervision.
- Development of annual five-year Operations works programs.
- Prepare reports for Council's Insurance & Risk Officer for Road related damage to any private and Council infrastructure that may be subject to an insurance claim.
- Accountable for the performance and conduct of employees under the supervision of this position.
- Write reports applicable for the Operations Department.

## Judgement and Decision Making

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- Significant autonomy in decision making within approved project documentation, agreed budgets, timeframes and adopted plans.
- Development of specifications / tender documentation and assessment of quotes and tenders requires keen attention to detail and sound judgement.
- Required to apply analytical reasoning to solve problems and recommend and implement solutions.
- Ability to identify and analyse a range of options relating to business services and develop appropriate solutions.
- Develop, Implement, and refine the Operations works schedules and service plan, into 5-year projections.
- Monthly programming of works in advance to meet overall works program.
- High level strategic thinking and problem-solving skills are essential.

## Specialist Skills and Knowledge

- Extensive experience in scheduling and program Operational work plans in a local government setting.
- Well-developed expertise in asset maintenance problem identification and resolution
- Demonstrated knowledge and expertise in discussing complex civil infrastructure and tree related issues with external or internal customers and stakeholders.
- Ability to influence, advise and approve the way in which Council delivers services to ensure high level Customer Experience outcomes are achieved.
- Demonstrated ability in providing high quality customer service.
- Ability to effectively plan and monitor multi-team tasks.
- Provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees or contractors.

## Management Skills

- Ability to plan, organise and manage own time to achieve set objectives and meet deadlines to deliver expected outcomes amongst conflicting pressures.
- Ability to successfully manage a team of qualified inspectors and business administrators in an efficient and effective manner to deliver set goals and objectives.
- Ability to manage and implement personnel policies, workplace health and safety and recruitment selection procedures in accordance with organisational objectives.
- Ability to provide timely technical support to other parts of the organisation.
- Ability to assist in the development of resource growth plans to meet the future management needs of Ballarat's increasing and evolving assets.

## Interpersonal Skills

- Highly developed communication skills, gain the co-operation of customers, contractors, and employees.
- Ability to effectively communicate face to face with customers and colleges to resolve complex issues in a sensitive manner.
- To mentor, motivate and develop staff to deliver best industry practice and create genuine succession opportunities internally.
- Demonstrate understanding and patience in matters of potential conflict.
- Exceptional written communication skills aimed at various levels.

## Qualifications and Experience

- Tertiary qualification in business or asset management and/or or lesser formal qualifications with extensive and diverse experience in a related discipline.
- Knowledge of Road Management Act and Councils Road and Tree Management Plan.
- Demonstrated experience in the development of works programs utilising computer systems.
- Demonstrated experience of working in a team and autonomously to achieve best outcomes.
- Experience with asset management principles and systems.

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- Intermediate computer literacy and experience in using handheld computer devices.
- Current VicRoads ‘Car’ Driver’s license or equivalent.

## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the City of Ballarat Values.
- Demonstrated experience in Asset Management
- Demonstrated experience in implementing, monitoring, improving systems and functions relevant to improved business and service efficiencies.
- Demonstrated experience of working in a team and autonomously to achieve best outcomes.
- Relevant experience in civil infrastructure and Arboriculture asset inspections

## City of Ballarat Core Values

<p><b>We are honest and transparent</b></p> 	<p><b>We are accountable</b></p> 	<p><b>We value everyone</b></p> 	<p><b>We work with and for our community</b></p> 	<p><b>We work together</b></p> 
<ul style="list-style-type: none"> <li>• We tell the whole story.</li> <li>• We provide a context and rationale for our decisions.</li> <li>• We trust each other enough to be honest.</li> </ul>	<ul style="list-style-type: none"> <li>• We do what we say we will do, when we say we will do it.</li> <li>• We learn from our mistakes and celebrate our successes.</li> <li>• We back up our teammates and also hold them to account with kindness and respect.</li> </ul>	<ul style="list-style-type: none"> <li>• We show respect to everyone, even if we disagree.</li> <li>• We ensure everyone has access to opportunities.</li> <li>• We are approachable regardless of our position in the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• We seek to understand our community's needs and take action to meet those needs.</li> <li>• We engage with our community and share what we are doing and why.</li> <li>• We manage our resources responsibly and sustainably.</li> </ul>	<ul style="list-style-type: none"> <li>• We work towards common goals.</li> <li>• We support each other through the highs and lows.</li> <li>• We look for the best in each other.</li> </ul>

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

## ACKNOWLEDGEMENT

*Please sign and date to acknowledge you have read and understood this position description.*

Name:	Signature:	Date:
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