

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Supervisor Street Cleaning	1125
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
Band 5 (Annualised)	
<b>DEPARTMENT</b>	<b>DIVISION</b>
Environment	Infrastructure and Environment
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement No. 8, 2019	City Wide Service Depot, Trewin St Wendouree

## Position Objectives

This position is responsible for the supervision of day-to-day street cleaning operations including the allocation of resources to meet the agreed public health and Council presentation standards.

Delivery of Street Cleaning services ensuring public and workplace safety in accordance with industry standards and procedures.

Delivery of a high standard of overall Street cleaning services within Council precincts in compliance with organisational requirements.

Ensure that a customer focused, and continuous improvement culture of service delivery exists within the Street Cleaning Unit.

Completion of activities assigned by the Coordinator, Waste and Street Cleaning Operations.

## Key Responsibility Areas

### Supervision

- Undertake the operational supervision and people management of work crews responsible for street cleaning services, in particular:
  - Carry out regular meetings with staff (group and individual) and that two-way communications are sufficient to ensure the flow of information to/from staff.
  - Ensure oversight of processes to ensure all staff are thoroughly trained and inducted to be able to carry out the full extent of their respective roles.
  - Service functions are carried out to the agreed service levels.
  - Seek feedback from staff on the Service Delivery levels and timelines to ensure their practicality.
- Daily supervision of works to maximise the efficiency and effectiveness of work procedures.
- Consult and liaise with other Supervisors and Management regarding resource requirements of labour and equipment required to carry out services.
- Ensure that standard Environment practices and processes are carried out.
- Oversee the recruitment and appointment of staff to ensure adequate staffing levels and provide succession opportunities where appropriate.
- Ensure EEO principles and regulations are adhered to by all staff and contractors
- Monitor expenditure of the street cleaning services against approved budgets and assist in the budget preparation process.
- Maintain accurate data and records of Street Cleaning operations including recording relevant or prescribed documentation to enable relevant reporting and process improvement requirements.
- Supervise and liaise with contractors and/or sub-contractors plus other relevant authorities in their contractual requirements relating to street cleaning.

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- Provide accurate information to the Environment Business Support team for the processing of purchase orders, invoices, flexipurchase accounts inclusive of accurately completed timesheets.

## Street Cleaning

- With assistance from Coordinator develop, implement and assess a set of Service Standards for the Street Cleaning team.
- Ensure that public litter bins are provided and maintained to the prescribed level of service.
- With assistance from Coordinator review Bin Collection routes as required to determine whether routes are still responsive to Service Delivery standards.
- Assess the effectiveness of the programmed cleaning schedule of all public plazas, malls, surface drains, gutters, culverts and drain entries.
- Assist other departments in responding to emergency situations to ensure blockages are cleared to entries of the underground drainage network and minimise flooding, clean up spills and loose litter in public spaces.
- Map and track bin allocations.
- Assist other departments in the delivery of community events being delivered by the City of Ballarat as required.
- Work with the Coordinator in the development and implementation of a rapid response service
- Liaise with Road Maintenance to work in with their pit maintenance and cleaning program 'DrainageHot Spots'

## Customer Service

- Maintain high quality public relations in dealing with the general public, ratepayers, Councillors, developers, contractors, Government authorities and other stakeholders.
- Analyse and respond to customer and public requests, and comments in a professional and efficient manner and coordinate the appropriate action including investigations where required.
- Foster a positive customer service culture for all staff.
- Monitor, review and check monthly Customer Service reports refining service delivery to provide improved service to customers.

## Quality

- Ensure that all works undertaken are documented within the Council integrated management and customer service system (Pathway) with assistance from Environment Business Support.
- Assist in the review of processes and safe work method statements in order to maintain MySafety System in up to date and operationally robust forms (SOP's)
- Ensure suitable oversight of staff and subcontractors to ensure adherence to Council's MySafety systems.

## Performance

- Contribute to the development and monitoring of performance indicators for works undertaken.
- Use Council's 'My Success Plan @ Ballarat' system to identify, develop and implement performance improvement needs of direct reports.
- Assist the Coordinator in accurate monitoring of operational performance

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## Occupational Health & Safety

- Regularly review processes and safe work method statements in order to maintain MySafetysystems in up-to-date operationally robust forms (Risk Assessments, Take5 and SOPs).
- Interact, liaise and/or oversee staff and/or contractors to ensure adherence to Council's MySafetysystems.
- Participate in investigations and assist in implementing corrective actions.
- Participate in monthly OH&S team meetings.
- Contribute to the completion of a minimum >90% of operational health and safety plan actions
- Knowledge of hazardous materials and current disposal methods.
- At a minimum conduct monthly team meeting where health and safety is a standing agenda item.
- Ensure direct reports take all reasonable care for their safety and the safety of others who may be impacted upon by their actions.
- Ensure direct reports practice and promote Council's EEO principles by treating all people fairly and equitably and without discrimination or harassment.
- Ensure all health & Safety issues with the Street Cleaning Team are identified and assessed and control measures are implemented

<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>
Coordinator Waste and Street Cleaning Operations	All Street Cleaning Staff (23 EFT)
<b>ORGANISATIONAL RELATIONSHIPS</b>	
<b>Internal:</b>	<b>External:</b>
All Operations & Environment, and Council staff, Councillors.	Residential, Ratepayers, Traders, Special interest Groups, Contractors, Service Providers and others.

## Accountability and Extent of Authority

- Responsible for the supervision of the day-to-day street cleaning operations including the allocation of resources to meet the agreed public health and Council presentation standards
- Highly developed issue resolution skills in negotiating with clients and contractors.
- Ability to establish rapport with internal/external stakeholders and ensure service deliverables are achieved.
- Responses to customer enquiries within the prescribed timeline.
- Responsible for ensuring all employees under their direction are trained in safe work practices and in the safe operation of equipment and are made aware of all organisational policies and procedures.
- Assist relevant manager and coordinator in the monitoring of operational expenditure.
- Authority to purchase goods and services in-line with Council's policies.

## Judgement and Decision Making

- Exercise discretion and professional judgement within standard practices and processes relating to street cleaning.
- In consultation with Coordinator, produce, review, and refine sweeping routes for efficient and effective service meeting the needs of customers.
- Ability to select processes and equipment from a range of available alternatives to deal with

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- complex or technical issues with guidance from Coordinator.
- Provide sound technical advice as required in relation to street cleaning service activity in consultation with Coordinator.

## Specialist Skills and Knowledge

- Understanding and application of Street Cleaning principles, policies and procedures to workpractices, within an organisational context.
- Provide direction and on-the-job training to the street cleaning employees
- Ensure that you are competent in the use of computer applications such as Word, Excel, Outlook, Pathways, Intellitrac, Intramaps.

## Management Skills

- Plan and set priorities for the street cleaning team to ensure that the service is delivered to agreed standards and timeframes.
- Ability to provide direction and leadership to direct reports.
- Understanding of the function of the position and an understanding of the long-term goals of the unit and organisation.
- Ability to set priorities, ensure accountabilities are met, organise resources, assign tasks, and plan work for staff and contractors in the conduct of their work.
- Convey advice, give direction, coach and provide effective feedback.
- Ability to understand and implement personnel policies and practices.
- Review plant and equipment needs annually and provide advice to Coordinator in the form of business cases.

## Interpersonal Skills

- The ability to gain commitment, cooperation and assistance from other staff, clients, sub-contractors and the public
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- The ability to be adaptable and work with ongoing change.
- The ability to prepare correspondence and reports of a routine nature.
- Good written and verbal communication skills.

## Qualifications and Experience

- Certificate IV in Frontline Management (or similar) or substantial experience in frontline service delivery.
- Demonstrated experience as a supervisor within the street cleaning service or related field.
- A current Victorian Drivers Licence (Medium Rigid Endorsement at a minimum)

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## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Practical experience in street cleaning operations within a Council environment with a strong customer service focus.
- Ability to prioritise workloads, identify, implement and deliver services to the required standards.
- Knowledge and experience in electronic 'information systems' in particular; customer requests and reporting.
- Knowledge and application of OH&S policies and procedures.
- Working knowledge of waste management plant operations and an understanding and ability to roster resources (human, plant and equipment).
- Demonstrated experience in conflict resolution experience (either formal or informal).
- Demonstrated ability to supervise, lead and motivate staff in a waste management environment
- Ability to gain cooperation from external and internal stakeholders
- Ability to work across departments to achieve high quality outcomes.

*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: