

POSITION DESCRIPTION

POSITION: Maintenance Coordinator Coastal	
DIRECTORATE: City Infrastructure	GROUP: Transport and Open Space Services
SECTION: Transport Services	REPORTS TO: Section Leader Transport Services
GRADE: F	EMPLOYMENT TYPE: Full-time
HOURS/WEEK: 38	POSITION No.: 99
DATE: April 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE GROUP

Our Transport & Open Space Services Group is responsible for planning, delivering and maintaining the City's road networks, drainage, footpaths and cycleways, reserves, parks, playgrounds, public amenities and other open spaces.

POSITION OBJECTIVES

The primary objective of this role is to lead and supervise staff of the Transport Services Section in planning and executing maintenance works and services of transport assets within the Coffs Harbour local government area (LGA) in accordance with the City of Coffs Harbour ("the City") programs, policies and budgets. This includes providing expert advice on technical, procedural, and work methods to ensure efficient and effective maintenance operations. Additionally, the role involves overseeing and monitoring resource use and performance to optimise productivity and service delivery, with a focus on continual improvement and excellent customer service.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

Works

- Carry out duties to the agreed performance levels in accordance with the Operational Plan, budget and to the required technical, safety and environmental standards. Communicate task responsibilities and motivate staff to ensure completion of delegated tasks and works. As well as provide on the job training, coaching and mentoring to staff.
- Lead staff to carry out maintenance works in accordance with the Operational Plan, budget and to the required technical, safety and environmental standards by:
 - Co-ordinating the allocation of plant and labour.
 - Assisting in the procurement of materials.
 - Providing advice as required.
- Ensure by fair and honest supervision that contract works are undertaken in accordance with the terms & conditions of the contract and the contract specification.
- Ensure that all works both day labour and contract are carried out safely, to meet the needs of City's customers with minimum inconvenience or disruption to people and traffic.
- Monitor costs as works proceed to ensure works are contained within budget limitations and, when adverse trends are detected, in the implementation and monitoring of corrective action.
- Area of responsibility being the "Coastal" geographical area, with maintenance including works on the following assets: roads, drainage systems, car parks, street and toilet cleaning, footpaths, cycleways and bus shelters.

Staff Management

- Manage allocated staff to ensure they are adaptive, efficient and productive with regard to:
 - Objective Setting - Be aware of the section objectives and assist in establishing individual staff objectives accordingly and in a consultative manner.
 - Performance Assessment - to be on going and continuous and to be undertaken more formally on a six monthly basis.
 - Organisational Review - Actively promote and assist in the delegation and job responsibility to the lowest possible level in the Section.
- Continually monitor work methods and material use and in a consultative manner guide and encourage staff to adopt a continuous program of monitoring and improvement of work methods and material use.

Planning and Budgets

- Be familiar with the content of the Operational Plan and program individual works in accordance with that plan.
- Provide information as required to assist in the preparation of the Operational Plan.
- Participate in Section planning and budget activities to input operational requirements.
- Ensure that quarterly financial budget reports include necessary adjustments to meet annual works programme and budget.

Asset Management and Maintenance Management

- Be aware of the Section's Asset Management Systems and Maintenance Management System and guide operational works and staff to meet objectives and system needs.
- Utilise mobile technology and City's Maintenance Management System to organise works, record data and report as required.
- Proactively report any defects or problems observed with City assets. Report defects or problems observed with City assets outside of normal area of expertise.

Plant

- Ensure that all plant allocated is used efficiently and effectively and maintained and operated safely to the City's Codes and Standards.
- Allocate plant in the most effective and efficient manner so that it may be used accordingly to meet Section and Organisational Operating Plans.
- Advise Section Leader on the condition and effectiveness of plant items and advise on the need or otherwise changing or replacing of plant.

Risk

- The position holder is expected to manage risks through strategies such as identifying actual or potential risks, assessing their likelihood and consequences and planning and implementing action to treat or control the risks.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS**Internal**

- Group Leader Transport and Open Space Services
- Section Leader Transport Services
- Maintenance Coordinators and work teams
- City staff.

External

- Contractors
- Government agencies
- Members of the public.

OTHER POSITION REQUIREMENTS

- Based on a 38-hour week, the ordinary hours of work will generally be between 6:00 and 18:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call / call-back outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - On-call allowance
- Under the City's Vehicle and Plant Use Procedure, you may be eligible for a Take Home vehicle under the City's Take Home provision whilst you are in this position. The option to take up a vehicle under these arrangements is not a condition of employment.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatitis A, B, C
 - Tetanus
- This position is located at Marcia Street Depot with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the workday – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate IV in Civil Construction or equivalent with demonstrated experience in civil construction or infrastructure maintenance works
- Significant experience leading teams with demonstrated staff management skills
- Construction Induction (white card)
- Class C Driver's Licence.

Desirable

- Qualifications in staff supervision or leadership
- First Aid Certificate
- SafeWork NSW
 - Traffic Controller Certification (TCR)
 - Implement Traffic Control Plans (IMP)
 - Prepare Workzone Traffic Management Plans (PWZ).

CAPABILITIES

- Demonstrated experience in Civil Construction or Infrastructure Maintenance works
- Demonstrated ability in applying problem solving techniques
- Demonstrated ability to lead, coordinate, monitor and motivate staff and teams
- Demonstrated excellent customer service skills
- Demonstrated strong interpersonal skills
- Demonstrated people leadership skills
- Demonstrated strong communication skills both written and verbal
- Demonstrated computer skills (Microsoft Office Outlook, Word, Excel)
- Demonstrated ability to learn and use computer software programs
- Demonstrated experience in managing budgets.

**Position Demands Analysis
Maintenance Coordinator Coastal1**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	1	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	1	Balancing	0
Repetitive Lifting	1	Walking for extended periods	1	Hearing above background noise	1
Pulling Loads > 5kg	1	Walking on uneven ground	1	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	3
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	1
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	1	Slippery surfaces	1
Outside work	2	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	2	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence/aggression from animals / wildlife	1