

Your success
is more than a
pipe dream



TEAM LEADER FIELD SERVICES, SOUTH

About us:

At Unitywater, we operate in a diverse and inclusive environment where no two days are the same. We provide essential water supply and reliable utilities services to the Moreton Bay, Sunshine Coast and Noosa regions that account for 16% of Queensland's population. Our customers are at the heart of everything we do, and we are proud to service our communities with smart and environmentally sustainable practices.

About the role:

We are seeking a motivated Team Leader to be based at our Southern Service Centre, Weier Road, Morayfield. You will lead and coordinate a team who deliver planned and reactive maintenance, operation, minor replacement, renewals and extension of services to Unitywater's water supply and sewerage networks.

A key aspect of this role will be setting the tone for a positive and accountable team culture and leading by example to foster 'Zero harm' safety culture, demonstrating visible safety leadership and participation.

About you:

You will demonstrate the following experience and attributes:

- Certificate level qualifications in Water Supply Operations and Frontline Leadership or similar, or other relevant experience/qualifications that can be applied to the role
- Demonstrated leadership ability and supervisor skills with the ability to coach and mentor a field based workforce
- Strong communication and interpersonal skills including conflict resolution and negotiation, also with the capacity to maintain effective customer service
- C Class Drivers Licence
- General Construction Industry Card (White Card)

Working at Unitywater:

Unitywater is one of the largest employers in the region, offering continuous investment in training, diverse career paths, health and wellness benefits, flexible work arrangements and a rewarding environment. We are committed to providing a diverse and inclusive work environment that supports individuals to reach their full potential.

Unitywater promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. Unitywater encourages people with diverse abilities, Aboriginal and Torres Strait Islander peoples, young people and people from culturally diverse backgrounds to apply.

<https://youtu.be/7-HswfW9iY>

How to apply:

Submit an application to careerapplications@unitywater.com

Visit www.unitywater.com for more information and access to a full position description.

Applicants will need to demonstrate your eligibility and right to work in Australia.

Applications close: Sunday 27 January 2019 **Vacancy reference: 2019-795**

WORK
180

Team Leader Field Services

EMPLOYMENT TYPE	Permanent, full time
REMUNERATION VALUE	Indoor EA Level 6
BUSINESS UNIT	Customer Delivery
REPORTS TO	Area Manager South
LOCATION	Southern Service Centre, Morayfield
POSITION DESCRIPTION ID	PD0530
DELEGATION LEVEL	Level 5

Your Employer

Unitywater is a statutory authority that provides water and sewerage services to the Moreton Bay, Sunshine Coast and Noosa local authority areas on behalf of its citizens. We are governed by an independent Board and have a Participation Agreement with these councils.

We are responsible for approximately \$3.2 billion of essential service infrastructure and our residential and business customers are spread across 5223 square kilometres, from Cooroy in the north to Samford in the south, Bribie Island in the east and Kenilworth in the west. Our priority is providing a population of approximately 724,626 people with a high quality, safe and reliable water supply and sewerage service that is economically and environmentally sustainable.

Your Opportunity

The Team Leader Field Services is responsible for leading and coordinating a team that delivers planned and reactive civil maintenance; operation; and minor replacement, renewals and extension services on the water supply and sewerage network thereby ensuring continuity of a safe, quality service to Unitywater's customers.

Your Leadership Capability Expectations

The leadership capability expectations for this role are as per Tier Five (5) of uLead – Unitywater’s Leadership Capability Framework. These expectations are aligned to Unitywater’s values as shown below.



Your Accountabilities

The position leads the assigned Team to ensure a safe and engaged workforce that delivers commercially prudent and efficient outcomes which meet WH&S, budget, and quality requirements, and are consistent with Unitywater’s Customer Charter.

Key functions of the role include:

- Accountable for the leadership and supervision of allocated operational staff and contractors in the delivery of water and sewer operation, maintenance and minor replacement, renewals and extension programs.
- Manage the team budget through effective delivery of programs of work, managing staffing levels and costs and maintaining a thorough control of all procurement activities.
- Responsible for preparation of effective annual budgets through detailed analysis of expenditure and the identification of efficiencies and improvements that can be implemented.
- Initiate and implement appropriate systems to monitor and control the effectiveness and efficiency of team performance to ensure objectives are met and to provide comprehensive reporting on outcomes.
- Create a culture of continuous improvement and initiate and maintain a team ethos of individual accountability and identify and deliver initiatives to ensure Team meets all assigned targets.
- Own and manage assigned work programs to completion and be accountable for detailed investigations and research on any variances to the scheduled delivery timeframes and report on and implement necessary improvements.
- Initiate programs to efficiently plan all work allocation and develop comprehensive rosters to effectively manage staff resources to meet all work demands.
- Provide detailed, comprehensive recommendations to the Area Manager to ensure maintenance of service standards to enable water supply and sewerage systems to be operated at maximum efficiency and lowest cost, with minimised environmental impacts.

- Accountable for the provision of technical direction and support to team members on a wide range of water supply and sewerage infrastructure matters.
- Initiate development and improvement of common work instructions and activity plans and drive their implementation.
- Deliver detailed insights from the team's activities for use in Unitywater's asset management program for the preventative maintenance, replacement and renewal of infrastructure.
- Create and maintain effective relationships across the Branch and the organisation delivering a high level of cooperation that maximises efficiency, accountability and productivity.
- Responsible for the specification and delivery of team training for safe execution of works and compliance with all relevant Acts, regulations and codes of practice.
- Accountable for Team and individual growth and improvement through identifying and addressing all training and development needs of team members.
- Ensure appropriate risk and compliance management action plans are implemented and monitored.
- Establish and implement remediation actions to manage compliance with KPIs and ensure continuous improvement.
- Implement and manage Performance Development Plans for all members of the Team and ensure team and individual compliance with Unitywater's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities.
- Manage and execute projects as directed, including accountability for project development, contractor/consultant management, liaison with technical and/or operational staff, preparation of reports, budget information and updating of asset information.
- Manage and deliver response to customer service enquiries and incidents including relevant detailed investigation as required.
- Provide expert input to construction projects and actively influence the process to ensure assets are installed and commissioned in accordance with Unitywater's technical standards and operational requirements.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Co-ordinate and participate in an on-call roster.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Your Reporting Relationships

The position incumbent has a direct line reporting to **Area Manager**. The position supervises a field crew of Water Industry Workers.



Your Qualities

Mandatory requirements of this role are:

- Minimum Certificate IV level qualification in water supply operations and Certificate IV in Frontline Management or other experience deemed relevant.
- Ability to participate in the after-hours on call roster on a regular basis.
- Current General Construction Induction Card (White Card).
- Demonstrated leadership and supervisory skills with the ability to coach, mentor and manage staff and promote high team performance along with individual accountability.
- C Class Driver's License.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Experience in a similar role involving initiating and programming the operation, maintenance and minor replacement, renewals and extension of water supply and sewerage systems or similar civil works infrastructure.
- High level communication (both verbal and written) and interpersonal skills including solid conflict resolution, negotiation and presentation skills; the capacity to maintain effective customer service; and to lead change effectively, setting the tone for a positive and accountable working culture.
- Proven ability to effectively influence a unionised field based workforce to optimise safety and maximise productivity.
- Demonstrated knowledge of obligations under workplace health and safety legislation and public health, environmental and water quality obligations.
- Demonstrated experience in program delivery including excellent organisational and planning abilities, proficiency in contract management and high-level problem-solving skills; and proven capability to manage budgets in excess of \$1 million and meet targets.

- High level computing skills with demonstrated ability in operating personal/mobile computers, and software relevant to the role together with a thorough understanding of asset management systems; geographical information systems (GIS) and dispatch system in the context of the role.
- Proven ability to develop and implement contemporary approaches to lead change, deliver business outcomes and build long term relationships with stakeholders, peers and team members.
- Demonstrated ability to model Unitywater's key values and desired behaviours.
- Proven time and resource management skills to deliver efficient scheduling and rostering.

Your Employee Obligations

Our organisational values

Reliability:	We mean and do what we say: consistently, professionally and in a timely manner.
Safety:	We think, walk and talk safety every day, and have the systems and processes in place to protect us, our customers, the community and the environment from our activities.
Honesty & Integrity:	The work we do is always and only in the best interests of our customers, stakeholders, community and the environment.
Efficiency:	We don't waste time, money or effort because we have the right people in the right place getting it right first time.
One Team:	No one succeeds at the expense or exclusion of others, and we are proud of our collective success.
Innovation:	We seek new ways of doing things better.

Integrated Management System Responsibilities

Unitywater employees are required to comply with good corporate governance to encourage Unitywater to create and establish a values-based culture by demonstrating due diligence in the promotion of a quality, safe, environmentally sustainable and ethical working environment.

Safety Specific Responsibilities

Unitywater employees are required to comply with the *Work Health & Safety Act 2011* by demonstrating due diligence in the promotion of a safe and healthy working environment.

Environment Responsibilities

Unitywater employees are required to comply with the Environmental Protection Act 1994. They are to take reasonable and practical measures to prevent environmental harm and demonstrate due diligence.

Responsibility to Provide Safe Drinking Water

Unitywater employees are to take reasonable and practical measures to prevent contamination of the drinking water supply, in accordance with the requirements of the Drinking Water Quality Policy.

Equity and Diversity

Unitywater values a diverse and inclusive workforce and recognises the positive impact that this can have on organisational performance. As such, Unitywater employees are required to demonstrate commitment to creating an inclusive employee community grounded in respect and appreciation of individual differences.

Delegation

Unitywater employees are required to comply with the financial delegations of the role as per Unitywater's Delegations of Authority Policy.

After Hours Service

This role will be required to participate in after-hours work and be part of an on-call roster as the need may arise to ensure the continuity of service to Unitywater's customers.