



POSITION TITLE	Team Leader Project Delivery
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 8
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	Project Design and Delivery
REPORTS TO	Manager Projects & Assets
SUPERVISES	Senior Project Manager x 2
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

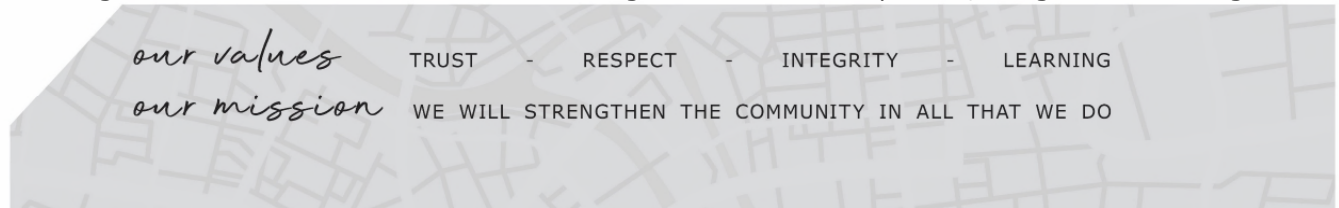
This position will be responsible for the management of a project team in the efficient and effective delivery of council’s annual Capital Works program. The position will also assist in the development of the Long Term Capital Works plan.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Key Accountabilities and Extent of Authority

This position is accountable for:

- Compliance within the unit of the requirements of the Local Government Act 1989 and 2020 and regulations as amended and other relevant legislation and council policies, delegations and budgets.



- The achievement of goals, objectives and policies set by the Council Plan and the Planning & Infrastructure directorate.
- The operations of the unit including advance planning, policy development, management of staff, management and preparation of operating budgets, project management and contract administration.
- The provision of accurate, timely and meaningful advice to the Chief Executive Officer, Executive Management Team and staff.
- The position has the authority to produce correspondence relevant to the section.
- The extent of authority of the position is as delegated by the Manager Infrastructure & Projects, and the incumbent may produce and authorise correspondence relevant to the section.

Duties

Team Management/Leadership

- Assume responsibility as a team leader.
- Create a positive working environment.
- Provide mentoring, guidance and support as required.
- Conduct performance management, professional development and ongoing review of staff as appropriate.
- Actively contribute to maintaining a professional, productive and outcome oriented culture.

Project Management

- Assign resources to all capital projects to ensure completion of each year's capital works program.
- Take the leading role in the delivery of specified major projects as part of a project team.
- Undertake all aspects of project management including relevant tender documentation, procurement, budget, commissioning, handover and reporting.
- Manage delivery of projects to time, budget, adherence to design, specification and technical standards and in accordance with the expectations of the project owner.
- Manage project financial, progress and final reports for project owners and stakeholders.
- Manage project owner involvement in the project, ensuring appropriate communication. This includes, but is not limited to project planning, scheduling and project reporting.
- Manage project issues and risks in a timely manner and escalating as appropriate, to project owner, executive and council as necessary.
- Responsibility for holistic planning across the entire capital works program.
- Liaise with government authorities, public utilities, investors and business as necessary.
- Coordinate assistance for other council departments with engineering advice and support as required.
- Assist with the attraction of funding for special projects including the identification and costing of infrastructure requirements.
- Contribute to project identification and development as a key member of council's Infrastructure & Projects team.
- Monitor consultancies and contractors, ensuring council's requirements are met, relative to each project.
- Develop, implement and maintain effective project management systems across all capital projects.

Customer Service

- Ensure all staff within the Delivery Unit provide a high level of customer service to both internal and external customers and continue to seek the best possible outcomes at all times.

Risk Management

- Understand the principles of risk management and its application to property, liability, and Occupation Health & Safety.
- Monitor and appraise risk management performance of staff and projects.
- Participate in the Business Continuity Plan/emergency management as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of a Team Leader, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Provide advice and creatively solve problems with the application of well-developed technical knowledge, relevant industry skills and previous experience relating to the responsibilities of the position.
- Make complex decisions and conduct research to resolve issues of a new and unexpected nature.
- Make decisions and solve complex problems as they arise.
- Understand budgets and act within delegation.
- Ability to use judgement to make decisions to primarily solve problems and recognise when established techniques are not appropriate.
- Ability to use judgement to identify and analyse an unspecified range of options and make recommendations.

SPECIALIST KNOWLEDGE AND SKILLS

- A sound knowledge of civil engineering theory and practice including contract preparation, administration and supervision with particular emphasis on buildings, roads, drains, bridges, traffic, etc.
- Well developed analytical and investigative skills enabling participation in the formulation of policy options for consideration within Council's wider functional role.
- Producing professional internal and external correspondence, reports, presentations and other documents as required;
- An understanding of the budgeting and accounting procedures and processes relevant to the position.
- Thorough understanding and knowledge of relationships between government departments, statutory authorities and other relevant parties relative to the scope of this position.
- Thorough understanding of local government organisational practices.
- Demonstrated high level of knowledge in project management and project delivery of major municipal infrastructure projects.
- Excellent negotiation and conflict resolution skills.
- Highly developed analytical, interpretative and problem solving skills.
- Sound knowledge of construction, supervision practices, regulations, contracts and standards.

MANAGEMENT SKILLS

- Supervise employees to deliver outcomes and achieve individual and team based goals, including by the provision of instruction and training to ensure they can meet the requirements of their position.
- Manage own time effectively and that of other employees to deliver results within a set timeframe and despite conflicting priorities.
- Work autonomously with limited supervision.
- Act professionally and maintain confidentiality.
- Motivate and develop all employees within the area to achieve proactive and positive outcomes for the organisation.
- Demonstrate personal integrity and have no tolerance for fraud or corruption.
- Monitor risk, business continuity, compliance and quality assurance according to organisational and legal requirements.
- Consider risk when making decisions.
- Prioritise at all times the safety and wellbeing of staff, and assist with the implementation of the organisation's OHS risk management systems and wellbeing initiatives.
- Be transparent, and ensure the reporting of hazards, risks and behaviours that contravene

organisational or legislative requirements.

- Work effectively under pressure.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Ability to manage the time, set priorities and plan and organise the work of supervised employees.
- Understanding of and ability to implement personnel practices, including awards, equal employment opportunity, occupational health and safety, recruitment and selection procedures and techniques, position descriptions, and training and development.
- Ability to contribute to the development and implementation of long term staffing strategies.
- Ability to provide employees under supervision with on-the-job training and guidance.
- Ability to provide and support ongoing continuous improvement and innovation.

INTERPERSONAL SKILLS

- Influence and gain high level cooperation, support and assistance from a range of stakeholders including managers, supervisors, and other agencies and departments.
- Establish professional, productive and trusting relationships across the organization, including the ability to facilitate group discussions and gain consensus on contentious issues.
- Write clear and concise reports and correspondence.
- Apply communication skills including in consultation, conflict resolution, conciliation and change management to assist in the resolution of issues and challenges.
- Work as part of a multi-disciplinary team adding value and innovation to processes, procedures and systems.
- Advanced verbal communication skills to communicate with clients, members of the public, and other employees and enable the resolution of specialist problems.
- Advanced written communication skills to communicate with clients, members of the public, and other employees, and enable the writing of specialist and advanced reports in field of expertise and the preparation of external correspondence.
- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of broadly defined activities, and employees in the supervision of these employees.
- Ability to persuade, convince and negotiate with clients, public, employees, and persons in the pursuit and achievement of specific and set objectives.
- Ability to lead, motivate, and develop employees.

INFORMATION TECHNOLOGY SKILLS

Be computer literate, with knowledge and experience with the Microsoft Office suite, and have the ability to quickly learn and adopt other software programs used by the organisation.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.

- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Civil Engineering and/or Project Management with substantial experience in the delivery of municipal infrastructure projects.
- Demonstrated experience in the management of a multidisciplinary team.
- Extensive experience as a practicing civil engineer/project manager in the field of buildings, roads, bridges, drainage and traffic engineering.
- Demonstrated experience in managing project budgets.
- Substantial experience within project management, design, construction and contractor management, preferably across a range of projects.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Team Leader level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.






- Setting clear performance expectations of staff and contractors.
- Working in a professional capacity within a political environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Tertiary qualifications in Civil Engineering and/or Project Management with substantial experience in the delivery of municipal infrastructure projects.
2. Substantial experience within project management, design, construction and contractor management across a range of projects. Demonstrated by experience in managing project budgets and programs. Excellent time management and organisational skills including planning, budgeting and reporting on capital works projects.
3. Demonstrated experience in the management of a multidisciplinary team.
4. Demonstrated knowledge and skills in project management techniques, tools and methodologies, covering all phases of the project life-cycle.
5. Well-developed client relations skills and extensive experience in negotiating directly with clients to determine needs and resolve differences.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.					

Customer Service and Communication

Understands customer needs and ensures consistency and quality of service to meet customer expectations.	<ul style="list-style-type: none"> • Understands and actively promotes the services and programs offered by Wodonga Council • Collaborates with internal stakeholders to support the delivery of quality service • Adapts communication style and message according to the audience • Applies creative thinking to deliver services that meet customer expectations • Prepares written material that is well-structured and easy to follow
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Build and Enhance Relationships

Supports and encourages teamwork, collaboration and positive relationships between staff and with customers.	<ul style="list-style-type: none"> • Understands the roles of different stakeholders • Communicates, influences and negotiates positive outcomes, including across teams and directorates • Confidently and respectfully engages in challenging conversations • Understands and accepts the value of different views, ideas and ways of working • Recognises and rewards the contributions and achievements of others • Consults and shares information and ensures others are kept informed of issues
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Plan, Organise, Deliver

Organises and co-ordinates resources to ensure team priorities and outcomes are met.	<ul style="list-style-type: none"> • Demonstrates commitment to quality and drive to achieve results • Sets clear and achievable objectives, timelines and priorities for team members • Seeks feedback from team, evaluates and recognises risks and opportunities • Is action-orientated and demonstrates commitment to following through • Demonstrates agility and adaptability as circumstances change
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Future Focus	
Demonstrates adaptability to change and a strong commitment towards continuous improvement.	<ul style="list-style-type: none"> • Looks to identify best practice solutions • Contributes to planning and implementation of new approaches and processes • Encourages improvement of workflow, systems and processes • Embraces changes and encourages and supports team members to accept and adapt to change • Demonstrates ability to manage conflicting demands

People Development	
Demonstrates commitment to the growth and development of self and others.	<ul style="list-style-type: none"> • Sets clear goals and performance expectations to support council plans • Holds self and other team members accountable to goals • Identifies opportunities that challenge and encourage development of team members • Provides effective coaching and feedback to achieve continuous learning • Addresses performance concerns promptly • Prioritises working together as a team and encourages active participation of all team members

Manage Health and Wellbeing	
Promotes the health and wellbeing of self and the team.	<ul style="list-style-type: none"> • Is aware of the impact of own behaviour on others and is responsive in adjusting behaviour • Demonstrates empathy and notices, interprets, and anticipates team members' concerns and feelings • Encourages team members to consider and address health and wellbeing issues proactively • Demonstrates confidence and belief in own capabilities • Remains calm in the face of pressure and challenge • Seeks support and opportunities to debrief when required

Safety and Risk Management	
Monitors compliance with integrity and safety systems.	<ul style="list-style-type: none"> • Leads the assessment of hazards and risk, and oversees the implementation of appropriate risk mitigations • Ensure safety requirements are being met and appropriately escalates identified hazards and risk • Oversees the reporting of, and assists with, the response to safety and integrity issues and incidents • Conducts on-the-job training and has regular and timely conversations with the team around safety and integrity obligations and actions • Knows the skills, roles and tasks of team and anticipates the limitations of team members • Partners with experts in health and safety and risk management

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Design work, inspections and administration	Desk and field based duties associated with the role	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external stakeholders Computer use Use of multiple software's Policy development and review Tender specification development Technical drawings Report writing Attend and facilitate meetings Site inspection Operate within a budget 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 15kg	X			
			Carrying up to 10kg	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling	X			
			Reaching		X		
			Fine motor			X	
			Neck postures				X
			Giving/Accepting instructions			X	
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
			Interaction with others			X	
			Exposure to confrontation	X			
			Respond to change			X	
Prioritisation				X			