



position description

POSITION TITLE	Team Leader – Operational Asset Management
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 8
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	Assets
REPORTS TO	Manager Projects & Assets
SUPERVISES	Building Maintenance Officer Property and Community Facilities Officer Asset Officer
EMPLOYMENT STATUS	
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

To plan for and deliver a range of Operational Asset Management services that sustains operational requirements, safety and the environment, such as but not limited to:

- Strategic Planning and Delivery:** Plan and deliver building maintenance services, Facilities Management and property services to meet operational needs while ensuring safety and compliance.
- Partnership Development:** Cultivate partnerships with internal stakeholders and external service providers using the Business Excellence Framework to ensure efficient service delivery and alignment with organisational goals.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

3. **Compliance Management:** Ensure Council's legislative compliance requirements across various regulations and acts pertinent to operational asset management, minimising legal risks.
4. **Resource Management:** Efficiently manage human, financial, and physical resources for high-quality property, and community facilities services, optimising performance.
5. **Operational Asset Management Coordination:** Coordinate Council activities related to asset acquisition, divestment, and leasing, including building maintenance services, and property projects and negotiations, to ensure effective operational asset management.
6. **Policy and Process Development:** Develop, implement, review, and update processes, policies, strategies, and plans to enhance environmental sustainability across Council operations and the wider community.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- **Strategic Leadership:** Lead strategic initiatives in operational asset management to align with council goals and innovate practices.
- **Team Management:** Direct a skilled team, focusing on development, efficiency, and strategic project delivery.
- **Program Development:** Create and manage a long-term asset maintenance and replacement plan that addresses community needs and sustainability goals.
- **Subject Matter Expert Advice:** Act as the primary strategic advisor on compliance, legislative, and policy matters related to asset management.
- **Property Strategy:** Manage high-level property transactions, including acquisitions, divestments, and leasing, optimising asset value.
- **Operational Oversight:** Oversee the precision of maintenance schedules, lease agreement enforcement, and stakeholder engagement metrics.

The position has the authority to:

- Lead cross-functional teams in the execution of strategic initiatives for outcomes that significantly affect the council's operational asset management capabilities.
- Lead negotiations to enhance council revenue through capital expenditure optimisation and operational budget efficiencies.
- Managing financial and other resources relevant to the asset rationalisation process within delegated authority and approved budgets.
- Act as the council's representative in high-level discussions with federal, state, and other agencies to fulfill role-specific goals.
- Influence policy development in collaboration with the Manager Projects & Assets, contributing significantly to strategic planning.
- Develop and oversee the implementation of strategies and programs for effective property portfolio management, aiming for superior decision-making and outcomes.
- Generate strategic recommendations and compile reports to guide council decisions on property management, integrating various business insights.
- Lead project evaluations, including the negotiation for acquisition or disposal of property, to align with future council needs.
- Lead team to obtain valuations and surveys necessary for negotiating the purchase, sale, or lease of land and buildings.

- Guarantee adherence to the Local Government Act 2020, council policies, best practice guidelines, and budgetary guidelines.
- Providing accurate, timely, and meaningful advice and information to the Chief Executive Officer, Executive leadership team, Manager Projects & Assets, and other council staff regarding operational asset management matters.
- Lead the renewal of annual grazing and other licenses and leases within delegation, including obtaining certificates of currency from all agreements.
- Maintain a structured reporting mechanism to the Manager Projects & Assets, ensuring transparency and accountability for decisions and outcomes. Including regular analysis and reporting on the effectiveness of operational asset management strategies, budget performance, and compliance with regulatory standards.

General Leadership Responsibilities

Business Planning

- Develop business plans for the operation of the Business Unit and assist in the development of business plans for the operations of the service team within the Unit.

Leadership/Development of Others

- Provide effective leadership for staff within the Business Unit which ensures the establishment and ongoing operation of effective service team providing the range of services within the scope of the Business Unit;
- Provide motivation and leadership for staff to assist them through the process of organisational, operational and environmental changes within the workplace;
- Develop a consultative, multi-skilled team approach within the Business Unit and Service Teams; and
- Motivate and encourage staff to achieve their full potential and provide opportunities for staff to develop their skills and knowledge.

Financial Management

- Ability to cost and prepare budgets and analyse, monitor and investigate budget to actual variances; and
- Ensure the operations of the Unit are within budgetary limits, In House Agreements and Service Agreements as appropriate.

Stakeholder Management

- Ensure efficient service delivery prioritising speed and customer satisfaction.
- Foster a culture of exceptional customer service internally and externally.
- Collaborate effectively within the team to achieve shared objectives and enhance productivity.
- Maintain strict confidentiality in handling sensitive information.
- Maintain accurate documentation following established procedures.
- Communicate clearly and concisely with colleagues and external stakeholders.
- Utilise persuasive abilities to secure cooperation and support from colleagues and external parties
- Demonstrate advanced communication skills to resolve complex issues with clients, agencies, and the public
- Exhibit highly proficient written communication skills for routine correspondence and reports.
- Engage and seek assistance from clients, the public, and colleagues as needed.
- Liaise effectively with counterparts in other organisations to address business unit challenges collaboratively.

Council Plan Implementation

- Ensure all staff within the Business Unit have a clear understanding of the mission of the organisation, corporate goals and Business Unit objectives; and
- Ensure the implementation of measures in the Council Plan relative to the Business Unit and participate in developing corporate objectives on an ongoing basis.

Risk Management

- Understand the principles of risk management and its application to property, liability and Occupational Health and safety.

Specialist Skill, Knowledge and Responsibilities

Lead Buildings Maintenance Management

- **Strategic Maintenance Programme Leadership:** Lead the strategic development and execution of a comprehensive three-year asset maintenance programme, ensuring optimal condition, usage, and financial performance of building-related assets across the organisation.
- **Policy and Standards Formulation:** Collaborate in the establishment and refinement of organisational policies and performance standards for the maintenance and utilisation of building assets, aiming for enhanced efficiency and sustainability.
- **Contract Management:** Oversee the administration of contracts for cleaning, maintenance, sanitation, and security services for all council facilities, ensuring service providers meet or exceed agreed-upon standards.
- **Stakeholder Engagement and Service Optimisation:** Act as the primary liaison for users of council properties, both leased and owned, to assess and meet maintenance service requirements, ensuring satisfaction and compliance with user needs.
- **Cross-Functional Collaboration for Asset Maintenance:** Coordinate with other departmental managers and team leaders to ensure seamless integration of maintenance and minor capital works across various units, facilitating a cohesive approach to operational asset management.
- **Contractor Management and Oversight:** Lead the selection, supervision, and evaluation of external contractors, ensuring all building maintenance activities are executed to the highest standards, with a focus on efficiency, cost-effectiveness, and compliance with contractual agreements.
- **Safety and Compliance Leadership:** Enforce strict adherence to relevant OH&S legislation among all contractors and maintenance activities, conducting regular audits and reviews to ensure the highest standards of workplace safety and compliance are maintained.

Lead Property and Facilities Management

- **Comprehensive Property and Facilities Strategy:** Direct the overall strategic management of council properties and facilities, ensuring all lease agreements, licences, and tenant acquisitions adhere to strategic objectives and legal requirements.
- **Strategic Maintenance Programme Leadership:** Lead the execution of an annual maintenance timetable, guaranteeing infrastructure management aligns with organisational sustainability.
- **Complex Issue Resolution:** Employ advanced knowledge to address intricate challenges in asset management, particularly where standard processes are not established.
- **Legislative Insight in Property Management Transactions:** Possess comprehensive knowledge of legislation relevant to the strategic handling of asset transactions including divestment, acquisition, or transfer.
- **Insight into Organisational Strategy:** Interpret and apply the long-term strategic direction and legal and political contexts within property team operations
- **IT Systems Expertise in Asset Management:** Integrate sophisticated IT systems knowledge to

advance business unit and organisational goals.

- **Record-Keeping Excellence:** Ensure outstanding record management practices across the council, effectively utilising document management systems.
- **Policy Formulation Analysis:** Display analytical and investigative abilities for policy development, influencing asset management practices and guidelines.

Administration and Development

- Advise and liaise with all departments on resource options;
- Develop and administer Council's Replacement Program, and assist in the development and implementation of other Council policies;
- Provide information and liaise with staff on the – Staff on all relevant scheme;
- Using sound and ethical business practices, fairness, transparency of process, confidentiality and legislative compliance within the tendering, purchasing and disposal processes; and
- Producing monthly Business Services report and input of key performance indicators and moments of truth.

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

- **Advanced Tendering and Contractual Strategy:** Master the creation and oversight of sophisticated tender documents and contracts, drawing on an elevated understanding of procurement strategies and market dynamics.

- **Strategic Asset Management Practices:** Develop and apply comprehensive maintenance management frameworks and safe operating procedures at a strategic level, informed by cross-sector best practices.
- **Asset Performance Analytics:** Possess and evaluate asset performance, delivering whole-of-life assessments that inform strategic investment and divestment.
- **Market Trend Analysis:** Lead in-depth market intelligence, including wholesale, retail, and auctioning trends, to inform the residual valuation and lifecycle management of assets.
- **Taxation and Compliance Expertise:** Offer advanced knowledge of taxation legislation related to asset ownership and leasing, ensuring fiscal efficiency and compliance.
- **Technological Proficiency in Service Management:** Exhibit a high degree of proficiency in using sophisticated IT systems to enhance customer service and geographic information analysis.
- **Maintenance Policy Advisory:** Provide expert advice on maintenance operations and policies, leveraging deep sector knowledge to guide strategic decision-making.
- **Mediation and Negotiation Acumen:** Display exceptional mediation and negotiation expertise to resolve complex issues within the business unit, shaping long-term strategic partnerships.
- **Legislative Insight for Business Operations:** Maintain an in-depth understanding of legislation affecting business unit operations, applying this knowledge to ensure legal and strategic conformity.
- **Investigative Policy Development:** Utilise advanced analytical and investigative skills to develop and reformulate policies that align with the evolving needs of the business unit.

MANAGEMENT SKILLS

- **Leadership and Development:** Lead and develop experienced staff to fulfil organisational objectives, delivering both individual and collective targets through comprehensive training and strategic guidance.
- **Effective Time and Priority Management:** Oversee time management, prioritising tasks to achieve outcomes efficiently amidst conflicting demands and stringent deadlines.
- **Autonomous Operational Oversight:** Operate independently, exhibiting professional discretion and minimal need for supervision while maintaining strict confidentiality.
- **Integrity and Ethical Standards:** Uphold high levels of integrity, actively fostering an organisational culture intolerant to unethical practices.
- **Risk and Compliance Management:** Manage and appraise risks, ensuring robust business continuity, legal compliance, and quality control across operations.
- **Health and Safety Advocacy:** Advocate for and rigorously apply health and safety standards, contributing to the organisational risk management framework and staff welfare initiatives.
- **Transparent Reporting and Diligence:** Maintain an environment of transparency in reporting operational risks, ensuring adherence to organisational and regulatory standards.
- **Resilience and Professional Composure:** Remain composed and effective under pressure, embodying the professional standards and presentation expected of a senior leader.
- **Workforce Management Expertise:** Apply a profound understanding of personnel management, fostering an inclusive work environment and promoting professional development.

INTERPERSONAL SKILLS

- **Strategic Stakeholder Management:** Navigate high-level stakeholder engagement to align support with organisational directives.
- **Professional Networking:** Forge and maintain strategic relationships, mediating discussions to shape organisational consensus.
- **Analytical Reporting:** Synthesise and report complex data succinctly to inform strategic decisions.
- **Conflict and Change Management:** Resolve critical issues leveraging advanced communication and

change facilitation skills.

- **Cross-Functional Team Leadership:** Lead multi-disciplinary teams, integrating innovation into organisational practices.
- **Specialised Communication:** Utilise advanced verbal skills to effectively address and resolve sector-specific issues.
- **Expert Liaison:** Engage with key organisational partners to address and solve specialist and inter-departmental challenges.
- **Negotiation Leadership:** Execute high-stakes negotiations with precision, driving favourable outcomes that support strategic organisational objectives

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

- **Strategic Asset Leadership:** A minimum of five years in a pivotal role, overseeing property, facilities, and building maintenance management, with a strong focus on strategic planning and asset optimisation.
- **Advanced Academic and Practical Foundation:** A tertiary degree in property, facilities, building, general infrastructure asset management, or a related field, supplemented by extensive experience and a record of tangible achievements in the property management or executive administrative sector.
- **Governance and Policy Acumen:** An in-depth understanding of state and local government policies, evidencing the capacity to influence and implement strategic practices.
- **Contractual Proficiency:** Demonstrated expertise in the preparation, negotiation, and management of complex contracts for the supply of goods and services, with an emphasis on strategic procurement and asset lifecycle management.
- **Technological Integration Expertise: Proven proficiency in applying advanced information**

technology solutions to asset management challenges, including the enhancement of asset recording, inspection, management, and reporting systems.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
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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. Relevant tertiary qualification, or an equivalent combination of experience, education and training.
2. Demonstrated experience guiding and implementing building maintenance and facilities management within a similar sized organisation.
3. Demonstrated analytical and problem solving skills with a proven ability to use initiative, investigate issues, collect and analyse data and make recommendations on solutions.
4. Demonstrated ability to provide staff leadership and be an effective member of a wider team.

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	
<p>Understands customer needs and ensures consistency and quality of service to meet customer expectations.</p>	<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

Build and Enhance Relationships	
<p>Supports and encourages teamwork, collaboration and positive relationships between staff and with customers.</p>	<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

Plan, Organise, Deliver	
<p>Organises and co-ordinates resources to ensure team priorities and outcomes are met.</p>	<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

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
Building & Facilities Management	To plan for and deliver a range of and Building Maintenance services that sustains operational requirements, safety and the environment.	<ul style="list-style-type: none"> Capacity for sustained standing Capacity for sustained sitting Capacity to stand and walk intermittently throughout the day Capacity to lift up to 35kg ground to waist height Capacity to lift and carry up to 25kg between ground and head height occasionally Capacity to push/pull up to 40kg occasionally Capacity to reach between ground and head height Capacity to kneel on one or both knees occasionally Capacity to squat to ground level occasionally Capacity to walk on uneven ground Capacity to climb up/down ladder Fine manipulation and dexterity Teamwork and communication skills Computer use and relevant IT programs- word and excel Phone use Time management Liaison with staff of all levels both internally and externally including contractors 	Sitting			X	
			Standing		X		
			Walking		X		
			Lifting up to 35kgs		X		
			Carrying		X		
			Pushing/pulling up to 40kg		X		
			Climbing		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor			X	
			Neck postures			X	
			Providing instructions				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
			Supervision of others				X
			Interaction with others				X
Exposure to confrontation				X			
Respond to change				X			
Prioritisation				X			

			Position				X X
Team Leader Property and Community Facilities	The Team Leader Property and Community Facilities will assist Council in the acquisition, divestment and leasing of Council owned assets, and undertake property projects and negotiations as required.	<ul style="list-style-type: none"> • Capacity to sit for up to 2 hours • Capacity to stand and walk intermittently throughout the day • Walking in outdoor environment over uneven ground for up to 1 hour • Lifting and carry 5kg over 10m • Squatting/kneeling • Reaching between ground level & shoulder height • Climb stairs • Hand grip, dexterity and fine manipulation • Liaison with staff of all levels • Liaison with the community and other stakeholders • Phone use • Photocopier and printer use • Computer use and relevant IT systems – data entry • Time management & organisational skills • Ability to work independently with initiative, and in a team environment 	Standing			X	
			Walking			X	
			Lifting up to 5kgs		X		
			Carrying		X		
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting		X		
			Reaching	X			
			Fine motor		X		
			Neck postures		X		
			Accepting instructions			X	
			Sustained concentration				X
			Simple decision making			X	
			Problem solving			X	
			Interaction with others				X
			Exposure to confrontation				X
Respond to change			X				