



APPLICANT PACK

Program Coordinator Maintenance

Rockhampton Regional Council



CONTACT

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Contents

<u>The Role</u>	1
<u>Salary Package Information</u>	8
<u>About Rockhampton Regional Council</u>	9
<u>Living in the Region</u>	11
<u>Recruitment Process and Timeframes</u>	14
<u>Contact</u>	16
<u>Attachment: Position Description</u>	

We respectfully acknowledge the Traditional Owners, the Darumbal people as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



The Rockhampton Regional Council area has a population of approximately 82,000 residents (2020) and is characterised by its unique blend of urban centres and natural beauty, situated in the heart of Central Queensland, with a landscape that includes the Fitzroy River, coastal regions and vast hinterlands.

Position Overview

Rockhampton Regional Council is seeking to engage a motivated, solutions-focused Program Coordinator Maintenance who has strong people leadership capabilities, coupled with excellent technical experience in the planning, operational leadership and maintenance program delivery for the region's roads and stormwater assets.

Reporting to the Manager Civil Operations, you will lead a motivated team of approximately 50 staff with a focus on program delivery, operational outputs, safety management and technical leadership. The total Civil operations team consists of 150 staff.

Organisational Contribution

This role will form part of a high performing and cohesive management team. Council is seeking an innovative, participative and engaging manager to contribute to Council's organisational goals and excellent services to the community.



Key Responsibilities

As the Program Coordinator Maintenance, you will play a crucial role in providing strategic and operational leadership with a focus on the following responsibilities:

- Coordinate the development of appropriate forward plans and forecasts relating to maintenance activities.
- Provide consistent and visible leadership to promote an environment of excellence in the delivery of maintenance works with a strong focus on quality and risk management.
- Act as Project Manager for Council's ongoing RMPC with the Department of Transport and Main Roads (TMR) and DRFA programs.
- Manage an operational maintenance budget of \$16 Mill (Circa) that includes approximately \$1.2 Mill RMPC program.
- Develop, refine and regularly report on appropriate performance indicators for maintenance operations.
- Champion the pursuit and investigation of new technologies to improve the risk management and delivery of civil operations maintenance.
- Lead a positive and effective safety culture.
- Efficiently and effectively oversee transport and drainage infrastructure projects.
- Ensure that council's objectives, as applicable to civil operations, are effectively and efficiently achieved.

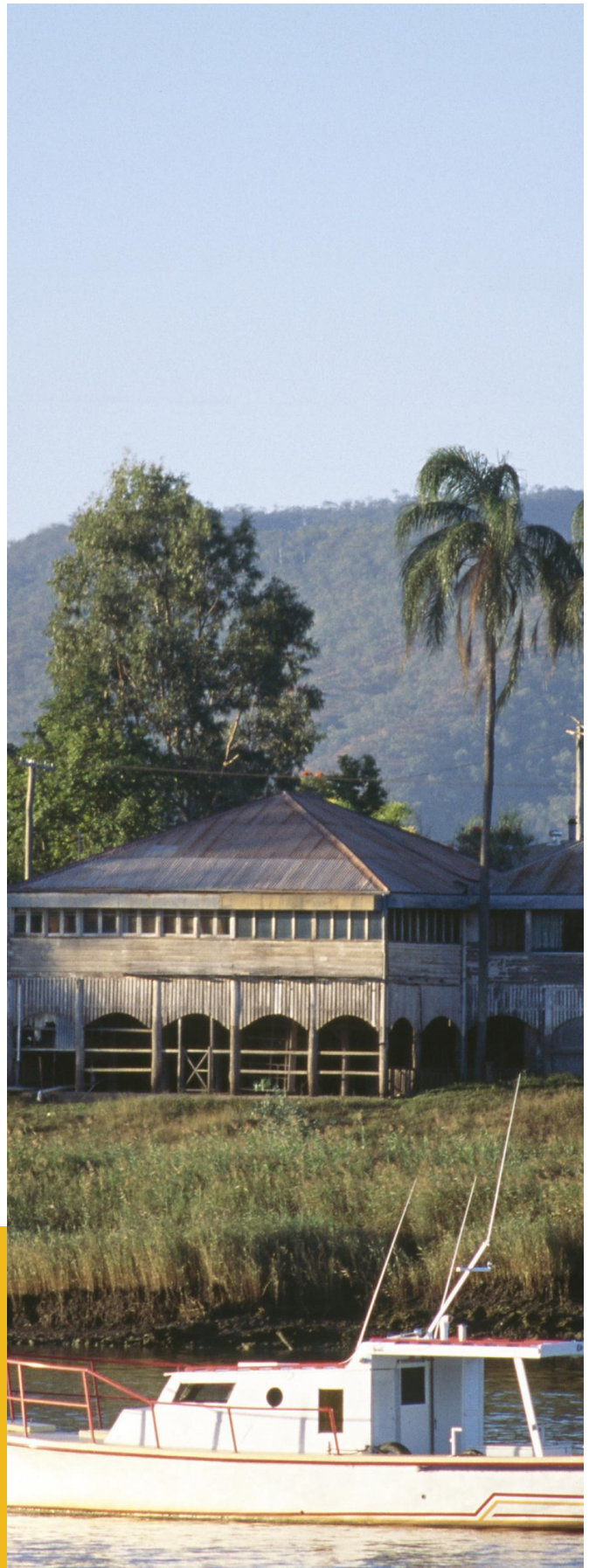
Key Projects

Council have invested heavily in capital infrastructure to support the needs of the community into the future. There is a full maintenance program of scheduled works planned to include infrastructure and roading network upgrades.

Stakeholder Engagement

Central to this role will be the ability to engage with a broad range of stakeholders. External stakeholders include other levels of government, elected members, community and other stakeholders involved in significant projects within the region.

Internal stakeholders include the executive leadership team, the infrastructure and corporate services directorates including finance and IT services and other staff within Council.





Workforce Leadership

The Program Coordinator Maintenance will lead a team of approximately 50 operational staff. There is well developed technical ability within the broader team. Leading from the front and being visible to work groups will be a key to your success. You will be supported in bringing innovative strategies that will enhance the operational outputs and services to the local community. The team will benefit from a strong and decisive leader who is inclusive and collaborative. Developing internal staff and attracting technically skilled talent to the region is a focus for council.

Operational Performance

To provide leadership, direction, and oversight to the various civil maintenance programs within Council through the development of effective systems and processes. This role will have direct supervision and accountability of the rural based teams delivering the maintenance programs and provide essential guidance, while also providing oversight on maintenance issues and oversight to the urban work groups.

Personal Attributes

Council is seeking a people focused and values-driven leader who aligns with Council's values. The position will suit a technically competent and future focused leader who possesses a confident presentation style.



Qualifications, Skills & Attributes

- Experience of a similar scope and scale to this position in a large and complex organisation.
- Demonstrated technical expertise in roads and stormwater maintenance program delivery.
- Demonstrated experience leading a multi-disciplinary team including the ability to foster a positive workplace culture, while developing individuals and maximising performance through effective individual and team management.
- Advanced stakeholder engagement expertise with a proven ability to influence and enable change while building and maintaining relationships.
- Tertiary qualifications relevant to the position (Bachelor of Civil Engineering) and work experience relevant to the duties of the position.
- RPEQ registration or capability to acquire status.
- Traffic Management – Design (Open) or the ability to obtain.



Salary Package Information

Joining Rockhampton Regional Council will see you welcomed into a supportive and thriving environment within an experienced and dedicated team. You will be part of a community that values courage, honesty, and leadership, with a strong customer focus on the delivery of services.

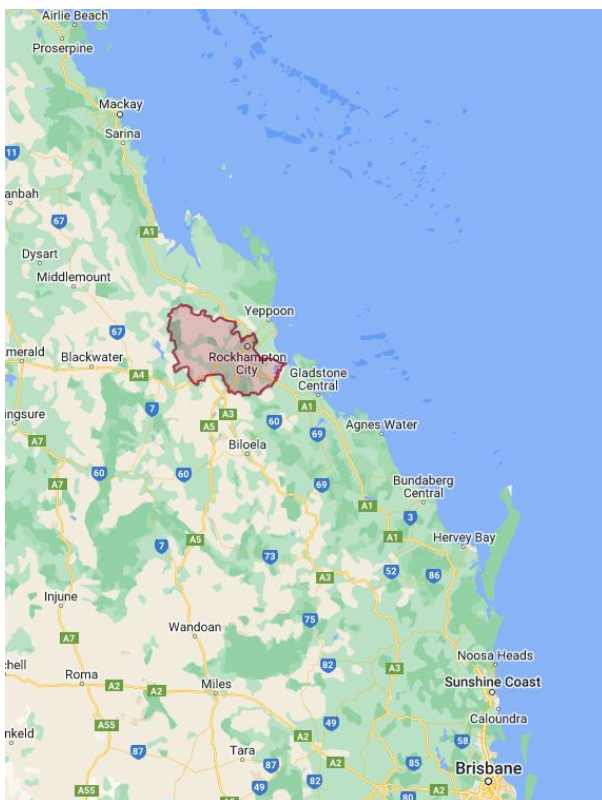
Benefits of this role include:

- Four-year limited term contract.
- Remuneration package of \$162,673 + superannuation + commuter use work vehicle.
- Supportive work / life balance.
- Access to employee health and well-being programs.
- Fitness passport.
- Corporate membership discounts.
- Employee assistance program.
- Study assistance and personal development.
- Assistance in obtaining and renewing mandatory professional memberships.
- Salary sacrificing options.



About Council

The Rockhampton Regional Council is in Central Queensland, approximately 600 kilometres north of Brisbane. The Council region covers an area of 3,631 square kilometres and is often referred to as the “Beef Capital of Australia”.



The Rockhampton Regional Council is divided into seven (7) divisions and encompasses a diverse and expansive region in Central Queensland. This region is home to a variety of communities, including the city of Rockhampton itself, as well as Gracemere, Mount Morgan, Yeppoon and other localities.

The Rockhampton Regional Council area has a population of approximately 82, 000 residents (2020) and is characterised by its unique blend of urban centres and natural beauty, situated in the heart of Central Queensland, with a landscape that includes the Fitzroy River, coastal regions and vast hinterlands.

The council's jurisdiction spans a wide range of environments, from the Fitzroy River's meandering course to the coastal areas along the Capricorn Coast.

The Rockhampton Regional Council plays a pivotal role in shaping the region's economic future by supporting local businesses, promoting tourism and attracting investments. The area's diverse economy, including agriculture, mining and tourism, along with sectors like healthcare, education and professional services, thrives in its strategic location in Central Queensland. The council's initiatives aim to create a sustainable, inclusive community that reflects the needs and aspirations of its residents across its seven divisions.

Links to Council Information







Living in the Region



Housing

The housing options in the Rockhampton Regional Council area are diverse and cater to a wide range of preferences and needs. Prospective residents can find everything from comfortable suburban homes to modern apartments, rural properties, and coastal residences. With its unique blend of urban amenities and natural beauty, the Rockhampton region provides a variety of housing choices to suit different lifestyles, all within a picturesque and welcoming community.



Educational Facilities

The educational facilities in the area are extensive and offer a diverse range of opportunities for residents. From quality primary and secondary schools to vocational and technical training institutions, as well as higher education options such as CQUniversity, the region provides a well-rounded educational landscape.



Healthcare

The healthcare facilities in the Rockhampton Regional Council area are comprehensive, ensuring residents have access to quality medical services. The region hosts three hospitals (Rockhampton Hospital, Mater Private and Hillcrest Hospital) and a range of medical centres and specialist clinics, providing care across various medical disciplines. Residents benefit from both public and private healthcare options, ensuring a wide array of medical services and treatments. These healthcare facilities, staffed by dedicated professionals, contribute to the well-being and overall health of the community.



Living in the Region



Shopping & Dining

The region offers a dynamic and diverse shopping and dining experience for both residents and visitors. Here, you'll discover a wealth of shopping options, including bustling shopping centres, boutique stores and lively open-air markets. When it comes to dining, the region features an impressive culinary scene with numerous restaurants, cafes and eateries serving a wide array of cuisines, from classic Australian dishes to international flavours.



Sports & Recreation

Sporting enthusiasts can access numerous sporting grounds, including rugby fields, cricket pitches and soccer stadiums, all of which host various competitive and community events. The region also boasts a selection of well-maintained parks and recreational areas, ideal for picnics, outdoor activities and family gatherings. For those seeking indoor fitness and leisure, the area features modern gyms, swimming pools and community centres. In addition, the Fitzroy River offers opportunities for water-based activities such as kayaking, fishing, and boating. Whether you're a sports enthusiast or looking to unwind in a scenic natural setting, the region provides an array of options for sports and recreation, promoting a healthy and active lifestyle.



Getting Around

Rockhampton is Central Queensland's key transport hub with a well-connected road network featuring the Capricorn, Burnett, Leichhardt and Bruce Highways. It also holds a strategic role in Queensland's rail network, serving both passenger and freight transport. Rockhampton Airport offers modern passenger services and alongside private transport, the region provides various public transportation options such as buses, car rentals and taxis for the convenience of residents and visitors.



Discover Rockhampton

Recruitment Process and Timeframes



How To Apply?

Please submit your application via the Leading Roles website. Please upload:

- Your CV
- A covering letter addressing the criteria below



Selection Criteria

- Experience at a similar scope and scale to this position in a large and complex organisation responsible for the delivery of roads and stormwater maintenance services.
- Demonstrated technical expertise within the roads construction and maintenance sector.
- Demonstrated experience leading a multi-disciplinary team including the ability to foster a positive workplace culture, while developing individuals and maximising performance through effective individual and team management.
- Advanced stakeholder engagement expertise with a proven ability to influence and enable change while building and maintaining relationships.
- Tertiary qualifications relevant to the position (Bachelor of Civil Engineering) and work experience relevant to the duties of the position.
- RPEQ registration or capability to acquire status.
- Traffic Management – Design (Open) or the ability to obtain.



Applications Open

- Week Commencing
Monday 30 October 2023



Applications Close

- 5pm Friday 24 November 2023



Initial Assessment

- Week Commencing 27 November 2023



Council Interviews

- TBD

*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.



Application for Assessment, Shortlisting and Interviews

Leading Roles and the council will determine a shortlist of suitable applicants and will arrange interviews with the council's interview panel, depending on applicant and council staff availability.

The council may require their preferred applicants to undergo a psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following the selection of a preferred applicant the council may require further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.

Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including Human Resources and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



Rob Maxwell



Senior Talent Consultant



Rob is a senior recruitment specialist, whose experience spans over 20 years. He has held senior roles in the private, public sectors and resources sector. Since joining Leading Roles in 2017, Rob specialises in developing recruitment project campaigns for engineering, infrastructure, technical and specialist roles.

In addition to Rob's recruitment leadership experience, he has an excellent understanding of the HR/IR operating environment. Rob takes pride in delivering a quality service that is founded on honesty, reliability and a high customer focus.

CONTACT

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Leading Roles

People ▶ Performance ▶ Partners

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ATTACHMENT

Position Description

Program Coordinator Maintenance POSITION DESCRIPTION



Position Number:	3071
Department:	Regional Services
Section:	Civil Operations
Unit:	Maintenance
Position Status:	Full Time
Classification:	Limited Term Contract
Reports To:	Manager Civil Operations
Revised:	August 2023

General Position Statement

To provide leadership, direction, and oversight to the various civil maintenance programs within Council through the development of effective systems and processes. This role will have direct supervision and accountability of the rural based teams delivering the maintenance programs and provide essential guidance and oversight to the urban work groups.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Through consistent and visible leadership promote an environment of excellence in delivery of maintenance works with a strong focus on safety and quality
- Coordinate the development of appropriate forward plans and forecasts relating to maintenance activities.
- Develop, refine and regularly report on Levels of Service for nominated asset networks.
- Assist in developing resourcing models to support delivery of nominated Levels of Service.
- Act as Project Manager for Council's ongoing RMPC with the Department of Transport and Main Roads (TMR).
- Act as Project Manager for Council's periodic DRFA programs administered through the Queensland Reconstruction Authority (QRA)
- Develop, refine and regularly report on appropriate performance indicators for maintenance operations.
- Champion the pursuit and investigation of new technologies to improve the risk management and delivery of civil operations maintenance.
- Knowledge of environmental practices and relevant legislation.
- Provide technical input into Asset Management Plans.
- Assist the Manager Civil Operations to develop, implement and monitor budgets and operational plans for the Unit, whilst managing the human and physical resources in an efficient and cost-effective manner.
- Efficiently and effectively oversee transport and drainage infrastructure projects.
- At all times demonstrate a clear commitment to Workplace Health and Safety and the RRC Code of Conduct for employees.

- Ensure that Council's objectives, as applicable to Civil Operations, are effectively and efficiently achieved.
- In conjunction with other departments and sections, develop short, medium and long-term plans for sustainable management of urban infrastructure assets.
- Ensure that work practices and processes are subject to ongoing review and modification and those innovations that facilitate service and performance improvement are fully assessed and, where appropriate, are adopted and implemented.
- Ensure compliance with all Statutory Acts and Regulations as well as all Council Safeplan policies and procedures as applicable to relevant projects and programmes.
- Undertake duties of innovative and critical nature with limited broad direction.
- Quality control including development and implementation of work practices and procedures for various projects, identify quality process variations, ensure work meets quality specifications and identify and develop system improvements.
- Exercise significant independence of action within the constraints of departmental or corporate policy.
- Promote and maintain a positive organisational image and good community relations.
- Provide specialist advice to other units of Council.
- Effectively deal with workplace relations issues [e.g. grievances, discipline] in accordance with the Council's Policies and Procedures.
- Consult with the general public to provide excellence in customer service.
- Effectively liaise with Council Engineers and supervise Maintenance Supervisors.
- Liaise with the Design Manager to develop project designs that achieve the desired outcomes of the project.
- Ability to manage sensitive and confidential information with professionalism, integrity and confidentiality.
- Refer matters which may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Good working knowledge of relevant Local Government operations and legislative framework.
- Detailed knowledge of Council policy, work programmes and procedures and practices attained through experience.
- Sound knowledge of best practice in the areas of customer service and quality management processes and practices.
- Excellent interpersonal and verbal communication skills.
- Demonstrated strong capacity to plan workload, achieve set goals and meet deadlines.
- Sound knowledge of Industrial Relations and Human Resource Management, and effective leadership skills.
- Demonstrated ability to effectively operation Council's computer systems,
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway, Conquest, Council's mapping system and the MS Office Suite.
- Ability to research and draft replies to correspondence, technical reports and other documentation.
- Excellent analytical and problem-solving skills.
- Good planning, project management and organisation skills relevant to the position.
- Significant understanding of contemporary asset management.

- Sound level financial and budget management skills.

Qualifications

- Tertiary qualifications relevant to the position (e.g. Bachelor of Civil Engineering) and work experience relevant to the duties of the position.
- Registered as a Registered Professional Engineer of Queensland (RPEQ status), or ability to obtain.
- Construction Industry Induction (White Card).
- Traffic Management – Design (Open), or ability to obtain.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Tactical Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B and Tetanus.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

Appendix A: Leadership Capability Framework – Leadership Level Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Promotes Council's vision and values. Engages and inspires others through aligning work with the vision.
	Empower our People	Coaches, mentors and empowers others through building trust and confidence across Council.
	Enable Teamwork and Collaboration	Identifies opportunities and enables respectful teamwork and collaboration across Council.
	Effectively Communicate across the Organisation	Fosters open and transparent communication and the sharing of information across Council.
	Build Effective Enduring Relationships	Strategically expand own and team's networks to ensure success.
Deliver Results	Manage People Performance	Ensure that teams understand the alignment between their work and Council's vision, mission, purpose and plans and receive support to successfully deliver against those.
	Develop our People	Provide development and coaching and mentoring opportunities to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and supports others to develop organisational, political and situational awareness and supports navigation of same.
	Demonstrate Organisational and Situational Awareness	Makes complex decisions in the absence of clear rules and processes.
	Maintain a Strategic Focus	Develops strategic direction for section/unit in line with Council's strategic direction, values and input from team.
	Plan and Organise Resources	Ensures group delivers against operational plans and KPIs through facilitating the delivery of quality work, safely, within budgets and deadlines.
Customer / Community Driven	Be Customer and Community Focused	Supports and enables teams to ensure the delivery on the purpose of Council and delivering what's best for the customer and community.
	Manage customer and stakeholder relationships	Leads, develops and supports a customer and stakeholder focused team.
Lead and Enable Change	Lead Change Effectively	Leads and champions organisational change.
	Lead Continuous improvement and Innovation	Ensures that the benefits of continuous improvement opportunities are realised across Council.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Maintains own learning agility and enables others in their personal growth.
	Lead with Emotional Intelligence	Role model values based leadership and continued focus on building resilience and leading with emotional intelligence.
	Build and maintain Technical and Operational Competence	Enables others to develop and maintain technical and operational competence.