

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Supervisor Asset Surveillance	7419
CLASSIFICATION	LOCATION
Band 6	The Phoenix
DEPARTMENT	DIVISION
Asset Management	Infrastructure & Environment

Position Objectives

The purpose of this position is to manage and develop a holistic Asset Surveillance approach across the City of Ballarat. This role has evolved in response to population growth, expansion of the city and its built environment with associated services, and a rounding out of the ways Asset Surveillance is undertaken. It seeks to do this by:

- Managing the surveillance of external works on City of Ballarat land to ensure our assets like roads, kerb and channel, footpaths and drainage systems are protected, and reinstatement works meet City of Ballarat standards,
- Managing the inspection of City of Ballarat infrastructure assets to identify and record defects, conditions, and other information,
- Managing all Asset Surveillance Officers, ensuring both routine and ad hoc inspection activities are undertaken in a timely manner, including responding to changing the team's focus at short notice in response to shifting demands,
- Providing comprehensive information on assets involved in insurance claims,
- Providing exceptional customer service to external and internal clients alike,
- Reporting on inspection and protection performance,
- Ensuring Asset Surveillance activities adhere to all occupational health and safety requirements, and
- Displaying a strong commitment to continuous process and procedural improvement.

Key Responsibility Areas

- The end-to-end management of permits administered by Asset Management, in line with relevant City of Ballarat policies and procedures,
- The management and investigation of public liability issues as identified by Council's Risk Department.
- All aspects of people management and development within the Asset Surveillance team, comprised of Asset Surveillance officers, an Asset Inspection Arborist and administrative support staff.
- To liaise with external organisations and individuals regarding works on public land, including utilities, builders, developers, surveyors, property owners, residents, and other interested parties.
- Investigate, recommend remedial action for, and resolve issues relating to damage to City of Ballarat assets including ensuring reinstatement is completed to the City of Ballarat's standards and timeframes,
- Manage the Memorandum of Authority (MOA) process, including liaising with other Infrastructure teams to ensure minimal disruption to City of Ballarat operations is caused by the altered traffic conditions before giving approval,
- Manage the routine inspection of the City of Ballarat's roads, footpaths, and drainage as per the current Road Management Plan (RMP), ensuring compliance to timeframes, service levels and the quality of data collected by Officers
- Manage the proactive program and reactive inspection of trees.
- Provide written and verbal customer service to both internal and external clients to resolve issues relating to Asset Surveillance, including being the referral point for Dial Before You Dig enquiries,

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REPORTS TO:

Coordinator Asset Management

DIRECT REPORTS:

Senior Asset Surveillance Officer
Asset Surveillance Officers
Administrative staff and trainees as required

ORGANISATIONAL RELATIONSHIPS

Internal:

Managers and Key Responsibility Officers
City of Ballarat Staff
Risk
Compliance

External:

Owners and Residents
Business and Community Groups
Utility Companies and Providers of Public Transport
Builders, Developers and Contractors
Service and Product Vendors
Federal, State and Local Government Departments and organisations
MAV and Industry groups

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- Manages Asset Protection, Occupying Council Land, and Works in Road Reserve permit processes
- Accountable for managing compliance with the City of Ballarat's Asset Surveillance policies and procedures
- Manages all infringements arising from Asset Surveillance activities
- Ability to exercise discretion and fairness within the application of the City of Ballarat's Asset Surveillance policies
- Accountable for the specialist information provided to customers by the Asset Surveillance team, ensuring its accuracy and consistency
- Manages staff to ensure quality standards are applied to all areas of responsibility
- Responsible for managing inspections in accordance with defined inspection frequencies, service level agreements, and timeframes, as per applicable plans and permits
- Responsible for the development and maintenance of Asset Surveillance manuals and documentation
- Is a driver in the development of Service Level Agreements, Asset Surveillance policies, Local Law Reviews, and other policy development applicable to Asset Surveillance
- Responsible for health and safety of staff managed
- Providing of 'on the job' training
- Has the freedom to act subject to City of Ballarat regulations and policies and regular supervision

Judgement and decision making

- Ability to use technical knowledge to ensure safety hazards and defects are identified and corrective action initiated
- Ability to provide objective and sound advice to internal and external clients
- Ability to work in a specialised area, with methods, procedures and processes developed from theory or precedent
- Ability to solve problems which may involve improving and/or developing methods and techniques based on previous experience, and to apply these techniques to new situations
- Guidance and advice are usually available
- Authority to act under approved sub-delegations

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Specialist skills and knowledge

- Proficient in the application of asset management principles in a local government context
- Proficient around infrastructure works, defects and reinstatement treatments
- Well-versed in the wording and application of state and federal acts, policies, and regulations relevant to Asset Surveillance
- Proficient in asset inspection procedures as defined in the City of Ballarat's inspection manuals
- Highly knowledgeable of the role of Asset Management within a local government context and our role as a road authority, and the long-term goals of the Asset Management Group
- Demonstrated knowledge of safety issues
- Proficiency in Quality Assurance procedures
- Proficient in applying budgeting techniques as appropriate to team operations

Management skills

- Effectively plan, organise, implement and manage a team and the time of its members as predetermined and ad hoc priorities compete and focus shifts
- Work collaboratively in the broader team environment, providing specialised relevant technical information and informing decisions made by colleagues
- Develop and implement OH&S practices for own work and for that of managed employees
- A keen understanding of and steadfast commitment to the practice of Occupational Health and Safety and Equal Employment Opportunity policies

Interpersonal skills

- Strong written and oral communication skills to efficiently bring about mutual understanding via telephone, email and in person, and prepare reports for Executive Management as required
- Gain cooperation and assistance from clients, service providers, members of the public and other employees, whilst demonstrating specialised knowledge, understanding and patience
- Discuss specialist matters relating to Asset Surveillance with counterparts in other organisations, and with other employees in other functions in their own organisation, to resolve intra-organisational problems

Qualifications and experience

- Demonstrated extensive experience in municipal or building construction, subdivision development, drainage or pavement works or similar
- Demonstrated experience with asset maintenance or associated work
- Relevant knowledge and experience in civil infrastructure, with an emphasis on asset inspections including, but not limited to, roads, footpaths, bridges, and drainage
- Substantial experience in municipal Asset Protection, Works within Road Reserves, Occupying Council Land (Hoarding Permits), and other related activities
- Experience in dealing with the various roles of local government areas, and external authorities, with emphasis on understanding responsibility areas
- Demonstrated experience in staff management
- Advanced computer literacy and experience in using handheld computer devices
- Current VicRoads 'Car' Drivers licence or equivalent

SELECTION CRITERIA

- Demonstrable understanding and proven application of relevant acts, policies, and regulations surrounding Asset Surveillance, including their underlying principles in a local government context.

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- A keen understanding of and the ability to adapt to the varying roles and responsibilities of other areas within the organisation, as well as appropriate external authorities, regarding Asset Surveillance issues
- Excellent interpersonal skills (both written and oral) with a demonstrated ability to create and work in a team environment and manage staff.
- Ability to effectively plan, organise, implement, manage, and set priorities to achieve targets and meet deadlines for own work and that of managed employees to deliver an outcome-driven service
- Advanced computer literacy and experience in using handheld computer devices
- Knowledge and understanding of health and safety issues relevant to work activities and work area