Naracoorte Lucindale Council
Better by Nature

POSITION DESCRIPTION
Urban Works Coordinator

Department:	Operations
Award:	South Australian Municipal Salaried Officers Award (SAMSOA)
Enterprise Agreement:	SAMSOA EA
Probationary Period:	3 Months
Classification and Overtime:	General Officer Stream Level 6 Will require overtime from time to time and will involve work outside normal business hours. Private use of a Council owned vehicle within 100 km from the Naracoorte Lucindale Council boundary is provided in lieu of overtime payment and for participation in the after-hours roster, including Swimming Lake alarm system
Location:	Based at Naracoorte Depot but required to commence work at alternate sites and attend the head office as required

POSITION OBJECTIVE

- Lead the day-to-day delivery of Council's urban maintenance, parks and gardens, capital works and related operational services
- Ensure works are completed safely, efficiently and to agreed time, cost, quality and service standards
- Develop capable, accountable and high-performing teams through clear direction, performance management, training and workforce planning
- Plan and manage operational resources, budgets, procurement, assets and projects to achieve Council and community outcomes
- Drive continuous improvement, sound risk management, regulatory compliance and responsive customer service.

POSITION RESPONSIBILITIES

- Coordinate the Maintenance and Parks & Gardens teams and schedule programmed, reactive and project work
- Manage maintenance of urban roads, verges, footpaths, drainage and stormwater systems, irrigation, kerbing, the swimming lake, open spaces, playgrounds, creek walk, cemeteries (inc all burials) and quoted works
- Allocate tasks, develop weekly, monthly and long-term schedules, and monitor completion against time, cost and quality requirements
- Coordinate all operations associated with the swimming lake
- Scope, cost, plan and deliver maintenance programs and projects in line with approved plans, drawings and service standards
- Lead and support employees by setting clear expectations, monitoring performance, providing constructive feedback, conducting annual performance development reviews, and coordinating training and toolbox meetings
- Ensure safe work practices, risk controls, field data collection and accurate digital reporting are consistently applied
- Administer working conditions in accordance with the Enterprise Agreement and Award, and monitor timesheets for accuracy and compliance
- Ensure all machinery, plant and equipment is adequately cleaned, maintained and serviced in readiness for continued use, ensuring staff complete daily formal checklists, and taking appropriate action to ensure faults and breakages are dealt with and/or reported accordingly

- Liaise with other supervisory staff to coordinate the efficient utilisation of all available resources, including staff, machinery, contractors and materials
- Investigate and respond to customer requests and complaints promptly and professionally and maintain positive community interactions
- Liaise with the Manager Operations, other supervisors, contractors and service authorities on work status, priorities, resources and issue resolution
- Monitor operational budgets, procure goods and services within delegation, contribute to asset management and budget reviews, and identify efficiencies and savings
- Review and improve work practices, procedures, policies, systems and service delivery in response to legislative changes, industry best practice and operational needs
- Provide on ground assistance in relation to Council projects, approved special events and other reasonable and lawful duties as directed

BEHAVIOURAL RESPONSIBILITIES

- Ensure professional conduct is of the highest standard in line with Behavioural Standards
- You are expected to be fit to perform the inherent requirements and physical demands of your role throughout your employment, in accordance with reasonable work health and safety expectations, policies and procedures.

WHS RESPONSIBILITIES

Council's WHS Management System includes standards, policies, procedures and principles applicable to all employees. A summary of relevant responsibilities is included below, but all roles are required to understand and actively participate in the system requirements.

Category	Expectation
Leadership & Commitment	Lead by example and reinforce safe work behaviours within the team.
Legal Compliance	Implement and monitor WHS compliance in the work area.
Hazard & Risk Management	Identify hazards, assess risks, and implement agreed control measures.
Incident Reporting and Investigation	Report incidents and assist with investigations and corrective actions.
Training & Competency	Ensure workers are inducted, trained, and competent for their tasks.
Supervision & Work Practices	Provide day-to-day supervision to ensure safe work practices.
Consultation, Communication & Change	Support consultation, toolbox talks, and safety meetings.
Plant, Equipment & PPE	Ensure correct use, care, and availability of plant, equipment and PPE.
Contractor & Third-Party Safety	Monitor contractor activities for WHS compliance where applicable.
Continuous Improvement, Responsibilities & Accountabilities	Address unsafe behaviours and escalate unresolved WHS issues.

ORGANISATIONAL RELATIONSHIPS

This position is an integral part of the Operations Team and reports directly to the Manager Operations.

Key internal relationships

- Manager Operations
- Director Infrastructure and Operations

- Risk Officer
- CEO & Employees

Key external relationships
- Community members – including community groups and organisations
- Contractors and consultants

CORE COMPETENCIES

Essential
- Ability to achieve the position objectives and perform the position responsibilities
- Ability to meet WHS and Behavioural expectations
- Excellent level of customer service skills including the ability to deal with agitated and/or difficult customers (internal and external)
- Excellent level of interpersonal and communication (written and verbal) skills
- Sound knowledge of Council services and activities and the ability to share this knowledge with customers
- Good level of computer literacy including the Microsoft Office Suite
- Flexibility to work additional hours as required
- Work under regular direction with assistance readily available
- Ability to work effectively within a team environment
- Strong work ethic

Desirable
- Previous experience in a similar position
- Awareness of the Local Government Act and Regulations
- Awareness of Work Health & Safety Act, Regulations and Principles
- Pool operations qualifications or experience

Required Skills and Knowledge
- Demonstrated experience in the leadership and supervision of the day-to-day activities of a multi-skilled team, delivering civil, maintenance and parks and garden services, including giving technical guidance and direction to staff within a team
- Coordination and supervision of current and forward maintenance & operational plans
- Knowledge of civil engineering management, procedures and processes
- Technical aspects of construction and maintenance of civil operations, including roads (sealed and unsealed), footpaths, drainage, traffic, and other related Council infrastructure and amenity assets
- Project Management and contract administration, including procurement, tendering and contract procedures
- Information technology systems, including Procurement, Asset Management, and Geographical Information Systems based software
- Coordination of multiple concurrent maintenance and operational programs to budget, specification and time constraints
- Demonstrated ability to lead, develop and motivate teams and staff in a fast-paced environment
- High level written and verbal communication, interpersonal, negotiation and conflict resolution skills

- Ability to negotiate, liaise, communicate and coordinate with a range of audiences and stakeholders
- Demonstrated organizational, project and contract management skills
- A commitment to customer service and an ability to coordinate customer responses from across departments
- Proven ability to strategically analyse problems and formulate appropriate solutions
- Ability to develop and improve business performance measurement
- Ability to be self-directed and self-motivated and to work independently
- Ability to be innovative and manage change
- Demonstrated knowledge of budget development and financial management
- Knowledge of environmental sustainability principles
- Knowledge of the Work Health and Safety Act, Local Government Act, National Australian Road Rules and other relevant legislation
- Asset management principles, strategies, systems and processes
- Plant and equipment management and utilisation
- Knowledge of sound procurement policy and practices

Qualifications

- Tertiary qualification in civil engineering, or equivalent demonstrated experience relevant to the position requirements
- Work Zone Traffic Management certificate (desirable)

ROLE REQUIREMENTS

- National Criminal Record (Police) Clearance (essential)
- Current "C" class driver's licence (essential)
- Attend training courses and relevant staff development courses and maintain competency levels

Employee Name …….

Signed:……..……(Employee) **…../…../…..**

Approved:……...Director Infrastructure & Operations 15/10/2026

Date Last Reviewed: October 2026