

Position description

Team Leader Civil Maintenance



Department	Team Leader Civil Maintenance
Section	Civil Maintenance
Employment type	Permanent
Classification	Band 6
Location	Wannon Water Service Delivery Area
Date approved	July 2026
Approving Officer	Executive Water & Sewerage Services

Position objectives

Provide effective leadership and management of Civil Maintenance Operators to ensure the provision of effective and efficient maintenance services to water and sewerage assets and systems to meet the ESC and business performance targets of Wannon Water.

The Team Leader is responsible for upholding high service standards, while leading, motivating and developing team members to achieve both team objectives and Wannon Water's strategic goals.

Key responsibilities and duties

Team Leadership

- Lead, motivate and develop maintenance employees to ensure the achievement of corporate objectives, and the development of a highly skilled, customer focussed, motivated and productive workforce.
- Monitor and provide direction as required to the Civil Maintenance team to ensure they are completing work orders within the required timeframes and details.
- Conduct performance reviews including setting of objectives for Civil Maintenance Operators, with supportive feedback to assist operator development. This includes regular notes for all operators to align competencies, recognition, Wannon Water Values and Zero Harm behaviours.
- Ensure performance and development conversations are conducted with civil operators to identify and promote skills competency / development, employee recognition, employee engagement and alignment with Wannon Water's Values and Zero Harm expectations.
- Approve timesheets including standby and overtime for Operators and Senior Operators and ensure rosters are maintained and effectively managed, allowing for leave, training and standby rotations, including fatigue management.
- Provision of oversight supervision for assigned contract works for civil and land maintenance activities in accordance with Wannon Water policies and procedures, and legislative requirements.

Civil Maintenance works management

- Provision of oversight supervision for the safe completion of unplanned / reactive works and planned maintenance programs.
- Lead the delivery of planned maintenance programs to ensure the works are delivered as scheduled, and any exceptions are communicated with the P&SLO.
- Work collaboratively with the Planning & Scheduling Liaison Officer to identify weekly prioritised schedule of works for your Civil maintenance team. Review forecast planned works, taking into consideration resource availability.
- Be accountable for timely and appropriate response to civil incidents and report to the Coordinator Civil Maintenance or other appropriate officers as required.
- Provide feedback regarding planned maintenance in terms of frequency and timing.

Sewerage Pump Stations

- Monitor the operation of sewerage pump stations to ensure the reliability and up time of sites is maintained to provide continuous service. This includes timely change out of pumps, floats, level indicators and pipework as required.
- Monitor and provide regular maintenance of site grounds, buildings, structures and fencing to ensure site upkeep.
- Monitor and control site operation utilising SCADA systems, with timely responses to alarms by Civil Maintenance teams during business and afterhours to ensure site operation is maintained.
- Ensure that all sewerage pump station maintenance is carried out or coordinated with Mechanical & Electrical teams as per the assigned planned maintenance programs to ensure assets are maintained to achieve their expected asset lifecycles.
- Continually monitor and review operational and maintenance work practices and procedures to optimise site operation and maintenance programs.

Depots

- Ensure site security, emergency evacuation plans and workplace safety requirements are maintained and regularly reviewed.
- Ensure vehicle traffic and pedestrian ways are clearly identified and kept free of obstructions.
- Coordinate site housekeeping, building and grounds maintenance, including drainage, pavement areas, line markings and amenities to ensure facilities remain fit for purpose.
- Oversee plant and equipment maintenance, including the completion of pre-start checklists and inspections.
- Manage waste, recycling and hazardous materials, including compliance requirements with chemical storage and disposal of materials such as asbestos.
- Maintain orderly stores and storage areas, ensuring safe access and monitoring stock levels regularly to assist the Inventory & Purchasing Officer.

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Customer Service

- Ensure that Wannon Water customers are given prompt, courteous and efficient service in accordance with Wannon Water's customer charter, policies, and Essential Services Commission key performance indicators.

Safety

- Comply with all Wannon Water Occupational Health & Safety policies and procedures at all times.
- Lead investigations, assessments and implementation of corrective actions for reported hazards and incidents via riskware.
- Monitor and maintain operator and team fatigue management in accordance with policies and procedures.
- Review safe work practices and procedures in line with regulations and Zero Harm business aspirations.

Finance and Budgeting

- Regular monitoring and control of team purchasing with correct budget allocation in compliance with Wannon Water procurement procedures.
- Support the Civil Maintenance Manager and coordinator with maintaining expenditure within budget for the team.

Other Duties

- Participate in the development of regular and special reports as required.
- Perform other duties which may be incidental to the main duties of the position.
- Work outside normal working hours in the case of emergencies and provide afterhours support to ensure job continuity.
- Participate in the after-hours standby roster on a rotational basis.

Organisational relationships

Responsible to	Coordinator Civil Maintenance
Responsible for	Civil Maintenance Operators, Senior Civil Maintenance Operator
External liaison	Customers, statutory authorities, contractors, consultants, suppliers and the general public.

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Accountability and extent of authority

This position is responsible for ensuring that all team members under their direction are trained and competent in safe working practices and operation of equipment and are aware of all occupational health and safety responsibilities, policies, and procedures.

The incumbent is required to supervise and manage Civil Maintenance operators and resources under the general guidance and direction of the Civil Maintenance Coordinator through regular communication.

The incumbent is accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans for delivery under their control, and for the safety and security of the assets being managed.

The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.

Judgement and decision making

The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.

The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist skills and knowledge

A sound knowledge and understanding of the operational processes and various maintenance techniques of complex water distribution and sewerage collection systems.

Knowledge and understanding of the business, activities and customers of the region and of the long-term goals and objectives of the wider organisation.

Ability to provide direction, leadership and on- the-job training to supervised employees or groups of employees.

Ability to operate relevant automated equipment and computer systems.

Knowledge and understanding of relevant policies, procedures, and regulations.



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Management skills

The position requires skills in managing time, setting priorities and planning, and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

The position requires an understanding of and ability to implement personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal skills

This position requires excellent leadership and communication skills, with the ability to work cohesively as part of a team, build rapport and motivate and develop employees.

Ability to gain co-operation and assistance from clients, members of the public and other employees and the ability to liaise with counterparts in other organisations to discuss and resolve specialist matters.

Strong written communication skills with ability to write reports in their field of expertise and to prepare external correspondence of a routine nature.

Qualifications and experience

- Certificate III in Water Industry Operations or suitable equivalent.
- Relevant experience in the operation and maintenance of water and sewerage systems.
- Highly developed organisational skills, including the ability to successfully manage competing priorities and meet deadlines.
- Excellent communication skills, both written and verbal.
- Demonstrated success developing, leading and motivating a team to achieve targets and deliverables.
- A valid Australian driver's licence is required

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



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Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date