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| **Cluster** | Department of Planning & Environment |
| **Agency** | Office of Environment and Heritage |
| **Division/Branch/Unit** | Taronga Conservation Society Australia |
| **Location** | Taronga Zoo |
| **Classification/Grade/Band** | Supervisor Works and Trades |
| **Senior Executive Work Level Standards:** | Only for Executive positions |
| **Kind of Employment** | Ongoing |
| **ANZSCO Code** | 133111 |
| **PCAT Code** | TBC |
| **Date of Approval** | February 2016 |
| **Agency Website** | www.taronga.org.au |

# Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW’s environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the OEH. Taronga’s vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

# Primary purpose of the role

Supervise a team of trade staff who manage planned and breakdown maintenance on exhibits, equipment and facilities at Taronga to support the conservation, research, education and visitor activities of the Taronga Conservation Society Australia.

# Key accountabilities

1. Manage day to day works schedule for in-house resources, allocate duties, monitor performance and provide direction on work to be performed.
2. Coordinate and prioritise work requests by managing and liaising with various stakeholders to ensure that works have been completed to satisfactory requirements.
3. Ensure all safety requirements are met including the development of SWMS and ensure use by trades staff
4. Development of works programs for in-house resources
5. Engage contract labour as required and within the Taronga guidelines.
6. Manage the Facilities Branch WHS systems and ensure that all plant and equipment for the group is maintained and is appropriate for the group.
7. Comply with and suggest sustainability practices in the workplace to help achieve Taronga’s sustainability targets and reduce environmental impact.
8. Comply with and report any Work, Health and Safety incidents in line with Taronga’s Work, Health and Safety Charter.

# Key challenges

1. Maximising the utilisation and effectiveness of the wide range of trade skills across a large and complex site.
2. Leading change and improvement to accommodate the high level of work requests within finite resources.
3. Effectively utilising the works requisition system/computerised maintenance system to foster an environment of programmed rather than reactive works.
4. Management of weekend and out-of-hours works

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Direct Reports/Team | To provide leadership, management, information and performance feedback; to receive support and information; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture |
| Management and other Taronga colleagues | To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication and professional working relationships |
| **External** |  |
| Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities) | To receive/provide information, direction, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner. |

# Role dimensions

## Decision making

* Works and Trades Supervisor reports to and works closely with the Manager, Facilities to plan and prioritise the workload of their allocated team.
* This role is expected to follow management instructions and uphold Taronga’s Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
* Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
* Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

## Reporting line

This position reports to Manager, Facilities.

## Direct reports

The following role/s report directly to the position:

* Carpenters
* Labour / Operator / Drivers
* Welder
* Painter

## Budget/Expenditure

The role must operate with the financial delegations in accordance with Taronga and NSW Government finance policy and procedures.

# Essential requirements

* Trade qualifications in carpentry, plumbing or electrical or an equivalent combination of knowledge, skills and experience.
* Demonstrated experience in supervising a diverse team of trade staff.
* Hold a current NSW Drivers Licence or ability to have existing license formally recognised, including manual vehicle operator.
* Work a rotating schedule of Saturday and Sunday shifts (Tues to Sat and Sun to Thurs on alternating weeks)
* Obtain and maintain a current paid NSW Working with Children Check at own expense.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](file:///\\DNS-323\Volume_1\Clients\2014\Folk\PSC\v16_12March2014\www.psc.nsw.gov.au\capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Display Resilience and Courage** | Foundational |
| Act with Integrity | Foundational |
| Manage Self | Foundational |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | **Foundational** |
| **Work Collaboratively** | Foundational |
| Influence and Negotiate | Foundational |
|  | **Deliver Results** | **Intermediate** |
| **Plan and Prioritise** | Foundational |
| Think and Solve Problems | Foundational |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| Technology | Foundational |
| **Procurement and Contract Management** | **Foundational** |
| Project Management | Foundational |
|  | Manage and Develop People | Foundational |
| Inspire Direction and Purpose | Foundational |
| **Optimise Business Outcomes** | Foundational |
| Manage Reform and Change | Foundational |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework | | |
| --- | --- | --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**  Display Resilience and Courage | Foundational | Be open to new ideas and approaches  Offer own opinion, ask questions and make suggestions  Adapt well to new situations  Do not give up easily when problems arise  Stay calm in challenging situations |
| **Personal Attributes**  Act with Integrity | Foundational | Behave in an honest, ethical and professional way  Take opportunities to clarify understanding of ethical behaviour requirements  Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role  Speak out against misconduct, illegal and inappropriate behaviour  Report apparent conflicts of interest |
| **Personal Attributes**  Manage Self | Foundational | Be willing to develop and apply new skills  Show commitment to completing work activities effectively  Look for opportunities to learn from the feedback of others |
| **Personal Attributes**  Value Diversity | Foundational | Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs  Be open to the inputs of others  Work to understand the perspectives of others |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in 'Plain English'  Clearly explain and present ideas and arguments  Listen to others when they are speaking and ask appropriate, respectful questions  Monitor own and others' non-verbal cues and adapt where necessary  Prepare written material that is well structured and easy to follow by the intended audience  Communicate routine technical information clearly |
| **Relationships**  Commit to Customer Service | Foundational | Understand the importance of customer service  Help customers understand the services that are available  Take responsibility for delivering services which meet customer requirements  Keep customers informed of progress and seek feedback to ensure their needs are met  Show respect, courtesy and fairness when interacting with customers |
| **Relationships**  Work Collaboratively | Foundational | Work as a supportive and co-operative team member, share information and acknowledge others' efforts  Respond to others who need clarification or guidance on the job  Step in to help others when workloads are high  Keep team and supervisor informed of work tasks |
| **Relationships**  Influence and Negotiate | Foundational | Utilise facts to support claims  Help to find solutions that contribute to positive outcomes  Contribute to resolving differences with other staff or parties  Respond to conflict without worsening the situation and refer to a supervisor where appropriate  Know when to withdraw from a conflict situation |
| **Results**  Deliver Results | Intermediate | Complete work tasks to agreed budgets, timeframes and standards  Take the initiative to progress and deliver own and team/unit work  Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals  Seek and apply specialist advice when required |
| **Results**  Plan and Prioritise | Foundational | Plan and coordinate allocated activities  Re-prioritise own work activities on a regular basis to achieve set goals  Contribute to the development of team work plans and goal setting  Understand team objectives and how own work relates to achieving these |
| **Results**  Think and Solve Problems | Foundational | Find and check information needed to complete own work tasks  Identify and inform supervisor of issues that may impact on completion of tasks  Escalate more complex issues and problems when these are identified  Share ideas about ways to improve work tasks and solve problems  Suggest improvements to work tasks for the team |
| **Results**  Demonstrate Accountability | Foundational | Take responsibility for own actions  Be aware of delegations and act within authority levels  Be aware of team goals and their impact on work tasks  Follow safe work practices and take reasonable care of own and others health and safety  Escalate issues when these are identified |
| **Business Enablers**  Finance | Foundational | Understand that government services budgets are limited and must only be used for intended purposes  Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions  Be aware of financial delegation principles and processes  Understand compliance obligations related to using resources and recording financial transactions |
| **Business Enablers**  Technology | Foundational | Display familiarity and confidence in the use of core office software applications or other technology used in role  Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation  Understand information, communication and document control policies and systems, and security protocols  Comply with policies on acceptable use of technology |
| **Business Enablers**  Procurement and Contract Management | Foundational | Comply with basic ordering, receipting and payment processes  Apply basic checking and quality control processes to activities which support procurement and contract management |
| **Business Enablers**  Project Management | Foundational | Plan and deliver tasks in line with agreed schedules  Check progress against schedules, and seek help to overcome barriers  Participate in planning and provide feedback about improvements to schedules |
| **People Management**  Manage and Develop People | Foundational | Clarify work required, expected behaviours and outputs  Contribute to developing team capability and recognise potential in people  Give support and regular constructive feedback that is linked to development needs  Identify appropriate learning opportunities for team members  Recognise performance issues that need to be addressed and seek appropriate advice |
| **People Management**  Inspire Direction and Purpose | Foundational | Assist team to understand organisational direction  Ensure team members understand the organisation's, policies and services  Ensure team members understand how their activities align to business objectives and affect overall performance  Recognise and acknowledge team members' high quality work |
| **People Management**  Optimise Business Outcomes | Foundational | Keep team members informed of the reasons for decisions so that this may inform their work  Ensure that team members make effective use of resources to maximise business outcomes  Ensure that team members understand and inform customers about processes, practices and decisions  Ensure team members understand business principles to achieve work tasks effectively  Ensure team goals and standards are met |
| **People Management**  Manage Reform and Change | Foundational | Support change initiatives and assist staff to understand their purpose and impact  Share information with team members to assist them to understand and manage uncertainty and change  Recognise barriers to change and support the team to accept and facilitate change |