

POSITION DESCRIPTION

Title:	Contracts Supervisor		
Location:	TBA		
Reports to:	Contracts Manager		
Purpose:	The Contracts Supervisor is responsible for the effective implementation of a variety of Greenspace projects.		
Direct reports:	Team members	Indirect reports:	0
Other parameters:	N/A		

1. DUTIES AND RESPONSIBILITIES

Accountabilities

Health and Safety

Indicators of success

- Health and Safety policies, as per the Health and Safety Handbook, are followed by staff under your direction
- Attendance at all Health and Safety Management meetings is required.
- Correct Personal Protective Equipment is used
- All accidents or incidents are reported (with reports forwarded) as per policy
- All hazard procedures are followed
- Work practices are safe and do not endanger yourself or others
- Site emergency procedures are followed
- All Delta policy and legislative requirements as required in the contract are met.

Employee: _____

Accountabilities

Indicators of success

Contract Supervision

- Allocation of staff, plant and resources is planned, effective and meets project priorities using best industry practice to meet the contract specifications.
- Efficient and effective implementation of contracts and assigned staff
- Set out projects in accordance with design and specifications
- Job records are captured and invoicing is correct
- Delta assets under your control are protected from loss, waste or misuse through negligence or dishonesty.
- Progress and financial results of work under your responsibility are monitored to ensure that those projects meet safety, quality and profitability targets.
- Accurate records of work completed, including time and materials, and all customer required completion records and data are maintained.

Staff Supervision

- Staff under your direction effectively complete tasks as assigned
- Work and resource requirements are planned.
- Staff are trained on the job effectively and off the job training needs are identified with Manager
- Management By Walking About (MBWA) is demonstrated and used so that communication and supervisory style is effective and motivates staff
- Practical work in the field as required in order to assist staff complete work in time, or to provide demonstration of required work.
- Jobs as assigned are completed within time, cost and quality expectations.
- Weekly completed job audits are carried out as agreed with the Contracts Manager.
- Address poor performance appropriately with Contracts Manager involvement
- Apprentices are assisted and monitored through their training programmes

Community Contact

- Liaison with contractors, customers, and regulatory agencies occurs
- New external customers are developed to expand workload
- New skills are developed to take advantage of opportunities that arise

Customer Service

- Customer service and quality expectations are set and met
- Work is adequately controlled and supervised to meet the requirements of the customer; programme, quality and cost budgets

Employee: _____

Accountabilities**Indicators of success**

Relationship Management

- Effective relationships with appropriate client and industry people maintained
- Effective working relationships are maintained

Communication

- Aware of the work expectations of the day
- Communicate expectations effectively with Foreman and field staff
- Completed work is notified as per agreed business processes while work unable to be completed is notified and escalated to the Contracts Manager
- Liaise with Contracts Manager on a regular basis
- Instructions from Contracts Manager are followed
- No substantiated complaints are received from the public
- Attendance as required at team meetings and client meetings and other meetings as needed
- Commitment to a roster which will require a rostered turn at covering after hours and weekends call outs as well as ensuring a management team member is always available while staff are in the field

Other related duties may be required from time-to-time.

Employee: _____

2. PERSON SPECIFICATION

	Essential	Desirable
Formal Qualifications	A current Drivers Licence.	
Skills and Experience	<p>Demonstrated experience managing operations within a competitive contracting environment.</p> <p>Demonstrated ability to manage, motivate and relate to people at all levels.</p>	<p>Experience in a management role.</p> <p>Demonstrated planning skills.</p> <p>Financial analysis skills.</p>
Attributes	<p>Commercially astute.</p> <p>Excellent relationship development and networking skills.</p> <p>Advanced communication abilities, including the ability to represent the organisation.</p> <p>A self-starter, who is both organised and disciplined.</p> <p>Achievement oriented.</p> <p>Works effectively under pressure, making effective decisions under stress</p>	<p>Active participation and ownership of issues in "own patch".</p>

Employee: _____

3. COMPETENCIES

Delta expects the following competencies to be demonstrated:

- A. Ensures Safety First:** Ensures worksite is safe and that staff undertake their work in a safe manner. Follow all health and safety policies and guidelines.
- B. Communication and Listening:** Listens to others and communicates effectively with them. Able to influence others by applying their own skills in listening, questioning and probing.
- C. Leadership and Teamwork:** Achieves an effective team environment where team members know their roles, co-operate fully and provide support to each other as they work towards the company goals.
- D. Models Work Ethic:** Role models loyalty and work ethic, encouraging similar behaviour in others.
- E. Customer Focus:** Understands and responds to the needs of the customer, within the policies and procedures of Delta. Driven to provide quality service.
- F. Decision Making and Problem Solving:** Makes decisions that affect others, combining information from customers and colleagues in correctly identifying the best solution.
- G. Managing Others:** Manages resources to meet the objectives and targets of the job, effectively managing the staff reporting to them.

4. OUR VALUES

Do It First

- Hunt new opportunities, wherever they may be
- Think boldly – being prepared to take the first step
- Challenge what we know – new ideas create breakthrough results
- Seek out improvement – there's always a better way for us and our customers

Do It Right

- Do what's right – by each other and our customers
- Step up and make it happen – taking ownership, individually and as a team
- Do what we say we'll do and mean what we say
- Front-foot-it – "prevent" is better than "fix"

Do It Together

- Work together to get the best results – with customers and the team
- Openly share ideas – respecting others' opinions
- Encourage contribution – utilising each other's skills and knowledge
- Look out for each other and have fun on the way

Employee: _____