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| **Role Description Fields** | **Details** |
| **Cluster** | Planning and Environment |
| **Agency** | Lord Howe Island Board |
| **Division/Branch/Unit** | TBC |
| **Location** | Lord Howe Island |
| **Classification/Grade/Band** | LHI Officer Grade 5 |
| **Role Number** | 203 |
| **ANZSCO Code** | 321211 |
| **PCAT Code** | 1112292 |
| **Date of Approval** | September 2023 |
| **Agency Website** | www.lhib.nsw.gov.au |

Agency overview

The Lord Howe Island Board is a statutory authority established under the provisions of the Lord Howe Island Act 1953. The Board is responsible to the NSW Minister for the Environment and comprises four Islanders elected by the local community and three members appointed by the Minister. It is charged with the care, control and management of the Island and the affairs and trade of the Island. It is also responsible for the care, improvement and welfare of the Island and residents. “Island” as defined by the Act includes Lord Howe Island and all adjacent islands and coral reefs within one marine league of the Island. Ball’s Pyramid and adjacent islands are also included in this definition.

The Lord Howe Island Board has a clear Charter to exercise community leadership, protect and preserve the environment, support the Island’s economy, manage land, provide infrastructure and services to the Island community and build a strong and healthy community.

The Lord Howe Island Board is part of the NSW Planning and Environment cluster. Our vision is to create thriving environments, communities and economies for the people of New South Wales.

Primary purpose of the role

To repair, service and maintain vehicles, plant, and equipment, including the coordination of components and spare parts within a remote environment, to optimize the operational effectiveness and safety and road worthiness of the mechanical fleet and plant on Lord Howe Island. This role is tasked with undertaking roadworthy inspections of all vehicles on the Island as a Roads and Maritime Service licensed service agent. The role also maintains and repairs generating sets in the Board’s powerhouse, as required, to ensure its efficient operation.

# Key accountabilities

* Service, diagnose and repair faults in vehicles, plant and equipment to ensure safety, achieve operational serviceability, and minimise plant down time. This requires operating heavy plant/equipment to undertake construction maintenance as required.
* Development of regular plant, vehicle and equipment maintenance scheduling to ensure their continued effective operation and to minimise disruption to work programs.
* Maintain records on plant usage, maintenance, and repairs; and maintain a library of servicing and repair manuals to ensure an up-to-date awareness of plant and vehicle design and competency to facilitate effective services and repair activities.
* Conduct regular safety checks of vehicles and issue registration inspection reports to RMS specifications to ensure road-worthiness of all vehicles.
* Coordinate supply arrangements and logistics that support the safe and reliable operation of all plant and equipment to minimise disruption to availability.
* Provide advice, information, evaluation, or assessment as requested on equipment suitability for use of specific applications, and recommendations on equipment for purchase.
* Manage workshop in an effective manner to ensure its safe and efficient operation, including implementing all Equity, Customer Services and WHS policies and principles in all aspects of work to ensure staff, co-workers, internal and external customers are provided with appropriate and safe services and facilities.
* Supervise Cert III Mechanical Apprentice in Mobile Plant Technology, plan daily work tasks and mentor.

Key challenges

* Prioritise work according to urgency, availability of parts, workshop space, and assess the most appropriate method of repair, which regularly includes powerhouse generators.
* Be innovative and adaptable in order to carry out emergency repairs using locally sourced parts when new parts are not immediately available. Remoteness and isolation of the workplace and the logistical problems associated with sourcing and transporting parts and materials to the Island add an additional challenge to the role.
* Ensure that manufacturer obligations under warranties are complied with, requiring assertive negotiation.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leader Asset Management (TLAM) | * Receive guidance and instruction on tasks and activities. * Escalate issues and propose solutions. * Provide input and contribute to decision making on issues. |
| Manager Infrastructure and Engineering Services (MIES) | * Receive guidance and instruction on tasks and activities. * Escalate issues and propose solutions. * Provide input and contribute to decision making on issues. |
| Mechanical Apprentice | * Supervise and instruct apprentice in daily activities. * Plan and program daily work tasks for apprentice. * Mentor, guide and teach apprentice along with imparting mechanical knowledge. |
| Other Staff | * Communicate effectively and work collaboratively with to contribute to achieving team outcomes. * Seek advice and input on issues as required. |
| **External** |  |
| LHI Residents and Businesses | * Develop and maintain effective relationships and open channels of communication. * Exchange information and respond to enquiries. |
| Contractors | * Manage and supervise mechanical contractors from time to time that may be engaged to assist on plant/machinery/vehicle maintenance and repairs. |

# Role dimensions

## Decision making

* Most repairs diagnosed and completed by the role independently, with reference only to service manuals, supplier technical support staff and spare parts catalogues.
* More significant repairs carried out after discussion with the MIES/TLAM, to agreed priorities.
* Independently determines technical standards/aspects of repairs and maintenance, determines whether plant and machinery is roadworthy and safe to operate.
* Repairs and maintenance of the powerhouse undertaken in consultation with the Senior Electrical Officer.
* Responsible for the safety and efficiency of the operations of the workshop, and makes recommendations to MIES/TLAM regarding hire of equipment relating to the appropriate use and the capability/proficiency of clients hiring the equipment.
* Consults with MIES/TLAM to provide advice relating to purchase and replacement of plant and equipment.

## Reporting line

Team Leader Asset Management (TLAM)

## Direct reports

TBC

## Budget/expenditure

TBC

Knowledge and experience

* Experience in the operation and repair of relevant mechanical plant - diesel, petrol engines, hydraulically, pneumatically operated equipment and small motors
* Knowledge and experience in operation of heavy plant to enable appropriate servicing or repairs to be effectively completed and machines to be tested
* Verbal, written communication skills
* Proficiency in basic computer use and software applications used in requesting quotes, raising purchase orders, and maintaining asset management systems
* Ability to weld materials and fabricate metal parts to specified designs
* Basic knowledge and experience in refrigeration, electrical and other trade areas

Essential requirements

* Trade qualifications and experience as a Mechanic in Mobile Plant Technology (AUR31216), or equivalent qualifications from the Motor Vehicle Repair Industry Council (MVRIC);
* Class MR Driver's licence
* Safework High Risk licence for forklift and crane.
* Competent in heavy plant operation.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| results | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |
| people-management | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | Develop team and unit plans that consider team capabilities and strengths  Plan and monitor resource allocation effectively to achieve team and unit objectives  When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members work with a good understanding of business principles as they apply to the public sector context  Participate in wider organisational workforce planning to ensure that capable resources are available | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| people-management | Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |