



Job Profile

Depot Resource Coordinator

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Administration	Career Stage	C
Job Function	Generalist Administration	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	4/09/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The purpose of the Depot Resource Coordinator position is to support the business to maximise the productivity of Network Maintenance teams. As part of the Network Maintenance Teams, manage fleet and depot sites to ensure that the downtime of field employees is minimised. In addition, the Depot Resource Coordinator is responsible for the safe, efficient, and secure operation of Networks Depots which support the delivery of maintenance services. This includes ensuring efficient maintenance and servicing of fleet, incident response equipment, and other plant and equipment. Highly influential and critical role to the Sydney Water customer experience and our corporate reputation by supporting the frontline workforce to deliver customer service excellence, regulatory compliance, incident management support and asset performance assessment

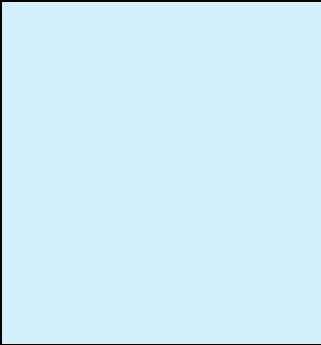


Accountabilities

Job Specific	Leadership • Provide effective capability (people, processes, technology, information, and equipment) • Ensure the delivery of high levels of customer service relating to all customer contacts. • Support the front-line managers by assisting in providing day to day oversight of team members to deliver on product requirements and customer, safety, and efficiency outcomes. • Ensure the required work methods and processes are complied with and recommending change where appropriate. • Providing immediate feedback, or corrective action for daily events or the flow of work • Implement and maintain processes and procedures. • Be a key leader in the business, drawing from their wealth of experience, strategic thinking and whole of business focus. • Working collaboratively across the business to deliver strategic outcomes. • Champion employee wellbeing and business efficiency in a high workflow environment • Champion safety and wellness and ensure team members understand their safety accountabilities and wellness support programs. • Role model Sydney Water values and behaviours and create a positive, constructive, and supportive working environment. • Build capability within the team to achieve excellence in the safe and efficient delivery of products and services. • Work with a high level of autonomy. • Role model customer centricity • Advocate for customers and drive changes through Customer Delivery and other areas of Sydney Water as appropriate which deliver value and quality for customers. Safety • Contribute to the development and implementation of safe work practices to ensure the safety of self and team. • Work closely with peers to drive improvements in safety. • Accountable for achieving safety performance targets. • Ensure accountability for Health, Safety and Wellbeing leadership is demonstrated through personal safety action plans. • Demonstrate commitment to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments. • Participate in health, safety, and wellbeing activities such as wellbeing support activities, incident investigations, safety meetings, safety inductions and safety training. • Exhibit Visible Safety Leadership to all staff and develop, share & implement a Personal Safety Action Plan • Manage employee wellness and resilience during a time of significant technological and process change. • Supervise the safety and security of the workplace. • Supervise the safety of employees and contractors in a 24/7 operation
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	Technical • Coordinate all aspects of the depot to ensure the orderly, safe, and efficient receipt, storage and usage, upgrades and retrofits of site, vehicles, plant, equipment and any other items and services as required. • Ensure appropriate routines, procedures, practices, and documentation are in place on-site to efficiently and safely manage the care and maintenance of Networks fleet. • Assist in providing a safe workplace by ensuring depot facilities are clean, accessible, and operational, this includes scheduling evacuations, compliance inspections and maintenance of depot items such as printers, lifts etc. • Prepare and/or input into resource roster(s) for networks. • Organise minor mechanical and / or Depot facility repairs and maintenance as necessary, including preparing maintenance rosters. • Establish and maintain a safe working environment. • Ensure appropriate routines, procedures, practices, and documentation are in place to efficiently and safely manage the care and maintenance of Sydney Waters fleet and the depot in general. • Audit/Validate/Check all vehicles to ensure that there is alignment of appropriate stock levels of that vehicle and alignment to system stock management system . • Audit/check/validate all equipment on vehicles with dates associated with calibration/inspection/servicing are in date and action deliverables Identify, develop, and implement process improvements. • Stakeholder management – ensure clear communications with all parties that utilise and access the site e.g., Contractors. • Provide operational assistance to Networks Teams • Ensure appropriate data input into maintenance management and information systems. • Comply with regulatory notification requirements. • Improve safety and environmental performance of the depot. • Support innovation and improvement efficiencies across Networks • Other relevant duties as directed by Management to support efficient and effective operations within Networks. • Self-manage daily tasks to ensure strict timelines are met. • Regularly report to management on all relevant issues and provide feedback that assists the delivery of work activities. • Participate and contribute at relevant forums e.g., weekly MOS meeting. • Assist with materials ordering and duties when Logistics Coordinators are absent. • Ensure frontline workforce are fully utilised and efficient by coordinating all aspects of the depot to ensure the orderly, safe, and efficient receipt, storage, and dispatch of resources e.g., vehicles. Systems • Position will operate and identify improvement of relevant systems. • Review and implement new and improved processes and procedures. Financial
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- Ensure application of appropriate governance in accordance with Delegation's Manual
 - Manage the risk/ service/ cost balance so that services are maintained to customers in a cost-effective manner.
- Innovation**
- Identify and implement innovative work practice improvement.
 - Support innovation and improvement efficiencies across Networks Team

Education / Qualifications

Required	Certificate IV in Logistics or experience deemed equivalent.
Desired	

Certifications / Licences

Required	- Drivers Licence including Heavy Rigid - Confined spaces ticket and fitness for work
Desired	

Experience

Required	- Extensive experience in utility network operations and maintenance/renewal or experience deemed equivalent. - Demonstrated leadership in a team environment and ability to operate effectively as part of a wider management team. - Demonstrated ability to lead through influence a dispersed customer facing field-based workforce to meet service standards and achieve excellence in customer service to a large customer base. - Demonstrated ability to work collaboratively with staff. - Demonstrated experience in incident management, including the ability to be contactable 24/7 and be available to participate in incident response. - Demonstrated experience in building effective business and stakeholder relationships including experience in influencing senior management and stakeholders. - Demonstrated high level ability to communicate with impact using highly developed written & verbal communication skills. - Experience with Microsoft Office programs (i.e., Outlook, Word, Excel, and Access). - Experience in maintenance management - Sound knowledge of industry best practice; including broad knowledge of water, wastewater, and recycled water systems maintenance practices - Intermediate computer skills with the ability to communicate effectively by email. - Ability to be flexible in managing work and resources. - Process improvement skills - Ability to foster innovation. - Knowledge and experience in the management of safety/quality/environmental systems - Strong organisational and analytical skills and the ability to use information and data in decision-making.
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	• A solid understanding of the application of computerised maintenance and process management systems • There may be physical requirements of the role that may not be suitable for all candidates.
Desired	•



Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Health and Safety Standards	1	Essential	Intermediate
Safety Assurance	2	Essential	Intermediate
Fleet Management	3	Essential	Advanced
Process Improvement	4	Essential	Intermediate
Site Inspection	5	Essential	Intermediate
Collaboration	6	Essential	Intermediate
Results Focused	7	Essential	Intermediate
Detail Oriented	8	Desirable	Intermediate
Decision Making	9	Desirable	Intermediate
Cross-Functional Collaboration	10	Desirable	Developing
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.