



Position Description

1. ROLE IDENTIFICATION

Title	Leading Hand
Primary Location	City Gates
Reports to	Workshop Manager
Employment Status	Fulltime

2. ROLE OBJECTIVE

- Responsibility for ensuring that repairs and maintenance to Think Water NQ Water's equipment are carried out in a safe and efficient manner using methods and practices established in the repair trade.
- All items leaving the workshop are safe and fit for operational purposes.
- Routine, scheduled and ad hoc maintenance and repair work is carried out correctly and efficiently.
- Work is undertaken in a safe manner consistent with Occupational, Health and Safety Policy.
- Working relationships with other staff are cooperative and effective.
- Record keeping is undertaken in an accurate and timely manner.
- Effective and courteous standard of customer service.

3. COMPETENCIES REQUIRED

The following competencies are required for this position:

Communication	<ul style="list-style-type: none"> • Formal written with external stakeholders • Verbal and written with internal colleagues
Team work	<ul style="list-style-type: none"> • Regular liaison with inter and intra-department colleagues • Impart knowledge to train and mentor junior personnel • Special projects as arising from time-to-time
Problem solving	<ul style="list-style-type: none"> • Draw upon past experience • Seek input from internal and external experts • Think outside the box
Self Management	<ul style="list-style-type: none"> • Working autonomously in adherence with defined deadlines and deliverables
Planning and organising	<ul style="list-style-type: none"> • Provide input with setting short-term objectives • Execution of plans and progress review/feedback • Process driven
Technology	<ul style="list-style-type: none"> • Fully utilise all relevant capabilities of business ERP system and other planning/processing tools
Learning	<ul style="list-style-type: none"> • Manage own learning • Structured external course work where agreed
Initiative and enterprise	<ul style="list-style-type: none"> • Identify areas for improvement and make recommendations to grow business market share and value



4. KEY PERFORMANCE OBJECTIVES

Outputs	Key Performance Indicator
Individual performance	As per Incentive Scheme Invitation
Overall department / team performance	As per Incentive Scheme Invitation
Growth	As per Incentive Scheme Invitation
Quality and compliance	As per Incentive Scheme Invitation
Customer satisfaction	As per Incentive Scheme Invitation

5. PERSON SPECIFICATION

QUALIFICATIONS/KNOWLEDGE/EXPERIENCE

Qualifications (Desirable): Diploma in Business / Sales / Trade or other relevant discipline

Knowledge, Skills & Experience (Essential): Proven track record of achievement in a similar role

Knowledge, Skills & Experience (Desirable): Pumping and irrigation industry background

6. ORGANISATIONAL RELATIONSHIPS/AUTHORITY

ORGANISATIONAL RELATIONSHIPS

Reports to:	Workshop Manager
Mentors:	Junior and other workshop/sales staff
Internal Contacts:	Other workshop/sales and support personnel
External Contacts:	Customers, suppliers

ORGANISATIONAL AUTHORITY

Decisions made in the position:	Weekly call plan and reporting as required Quoting (within policy limits)
Decisions referred:	All matters outside of above scope

7. OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilization of appropriate personal protective equipment

8. GENERAL RESPONSIBILITIES (but not limited to)

- Undertake repairs to all aspects of TW NQ Water's equipment, including diagnosis of problems, repairs and testing.
- Undertake welding repairs to equipment.
- Inspect, diagnose and perform major and minor repair work on motors, pumps, hydraulic equipment, compressors, controls, valves and related equipment
- Perform routine and preventive maintenance
- Fabricate and modify parts and equipment as necessary
- Maintain a clean and tidy personal work area and assist with general cleaning duties in a workshop environment.
- Utilize hand tools, welding/cutting equipment and all safety equipment when working with or near hazardous materials.
- Maintain a daily record of all work task and materials on a job card.
- Undertake operational duties as required that may include operation of other equipment where suitably licensed and experienced.
- Work under minimal supervision and where required, assistance is available from the coordinator or Manager.
- Other duties as required from time to time, as per direction.
- Encourage and support industrious, harmonious and team-oriented work groups.
- Assist in the identification of training needs.
- Assist in coaching and training staff, including apprentices, trainees and casuals, to develop work skills and increase efficiency.
- Ensure correct accounting for labor, equipment and materials by maintaining accurate up to date records as required by management, i.e. timesheets, job cards etc.
- Ensure equipment and materials required are procured from the store or external suppliers in accordance with NQ Water's purchasing policy and limits of delegation.
- Support and encourage continuous improvement in work practices.
- Ensure workgroups respond appropriately to customer requests.
- Ensure communication with staff and customers is at all times clear and courteous.
- Some out of hours work may be required on an on-call basis.
- Undertake other duties as required from time to time as directed.
- Motor Vehicle operation
- Forklift operation
- Manual handling



ACKNOWLEDGEMENT

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee:

Direct Supervisor:

Signature:

Signature:

Prepared by:

Date Issued: