

Position Description



Team Leader Roadside Maintenance

Position Title:	Team Leader Roadside Maintenance
Classification:	Band 7
Directorate:	Engineering Services
Department:	Civil Maintenance
Approved by:	Manager Engineering Services
Date approved:	July 2026

1. Position Overview

The Team Leader Roadside Maintenance is responsible for leading and coordinating the delivery of maintenance activities relating to street sweeping, road signs and posts, and drainage assets. The role ensures that works are completed safely, efficiently, and in accordance with Council standards, service levels, and legislative requirements.

2. Position Objectives

- Lead and coordinate roadside maintenance operations by supervising crews, scheduling and allocating work to staff and contractors, monitoring performance and safety compliance, and fostering a high-performing team culture through effective coaching, training, and regular safety and performance discussions.
- Coordinate the inspection and assessment of roads and drainage assets by identifying defects and risks, prioritising maintenance based on condition and safety, ensuring timely delivery of planned and reactive works, and monitoring asset performance to inform effective renewal and rehabilitation decisions.
- Manage maintenance contractors by overseeing performance and work quality, ensuring compliance with specifications and standards, supporting procurement processes through scope and documentation development, and coordinating project delivery, budgets, timelines, traffic management, and stakeholder approvals.
- Manage asset information and reporting by maintaining accurate records and condition data, preparing inspection and defect reports with recommended actions, analysing performance trends to inform long-term planning, supporting budgeting and renewal programs, and ensuring all maintenance activities are effectively documented.

- Promote and maintain a strong safety and compliance culture by ensuring adherence to WHS/OHS legislation, conducting site inspections, risk assessments, and incident investigations, and overseeing compliance with regulatory, environmental, and traffic management requirements while ensuring all work is performed using safe methods and approved procedures.
- Provide responsive customer and stakeholder support by managing enquiries and complaints, liaising with councils, utilities, and transport authorities, coordinating emergency responses for road and drainage assets, and delivering clear technical advice and recommendations to support effective operational and management decisions.
- Support strategic asset management by contributing to the development and implementation of Asset Management Plans, assisting with lifecycle planning and risk management, helping define service levels and performance measures, and identifying opportunities to enhance efficiency and cost-effective asset management practices.
- Manage scheduled and reactive street sweeping services to ensure high-quality cleaning of roads, car parks, shared paths, and public spaces.
- Coordinate inspection and maintenance of drainage infrastructure to minimise flooding risks and maintain reliable service delivery.
- Manage the effective utilisation, maintenance, and availability of fleet, plant, equipment, materials, and operational resources.

3. Organisational relationships

Internal	External
• Fleet • Sports and Recreation • Customer Service/CRM • Parks • Assets • Procurement • Capital works • Libraries and community • Early Years • MCH • Venues • City Amenity • Facilities Maintenance	• Community • Contractors • External suppliers • Police • Sporting clubs and community groups • Childcare and kinder providers • Water and power authorities • Other service authorities
Reports to:	
• Coordinator Civil Maintenance	
Supervises	
• Supervisor Roadside Services • Supervisor Roadside Infrastructure	

4. Position Characteristics

Accountability and Extent of Authority

Manage resources and/or provide advice to or regulate customers and/or participate in the development of policy.

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The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

Provide specialist advice to or regulate customers, the freedom to act is subject to professional and regulatory review. The impact of decisions made, or advice given, may have a substantial impact on individual customers or classes of customers.

In positions where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed. All positions in this Band would have an input into policy development within their area of expertise and/or management.

Judgement and Decision Making

Essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.

In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Specialist Skills and Knowledge

Positions level require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.

Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.

An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates is required.

Knowledge of, and familiarity with, the principles and practices of budgeting and relevant accounting and financial procedures may be required.

Management Skills

Positions require skills in managing time, setting priorities and planning and organising own work, and where appropriate, that of other employees so as to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable, despite conflicting pressures.

Positions require an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes, and contribute to the development and implementation of long term staffing strategies.

Interpersonal Skills

Positions require the ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of broadly defined activities, and to motivate and develop employees.

Employees must be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve

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intra-organisational problems.

Qualifications and Experience

The skills and knowledge needed for entry to Band 7 are beyond those normally acquired through tertiary education alone and would be gained through completion of a degree or diploma course with several years of subsequent relevant experience.

Skills and knowledge might be acquired through higher formal qualifications, either in the field of specialist expertise or in management, together with a shorter period of experience, or they might be acquired through lesser formal qualifications with extensive relevant experience.

5. Key Selection Criteria

- Relevant tertiary qualification in Engineering, Civil works, building, construction, project management or related discipline, or lesser formal qualification with extensive relevant experience.
- Demonstrated experience in leading and supervising teams in a Civil maintenance services or similar operational environment.
- Ability to manage contractors and service providers, including performance monitoring, compliance oversight and issue resolution
- Well-developed communication skills and the ability to respond effectively to customer and stakeholder enquiries, issues and escalations
- Knowledge of health, safety and risk management requirements, and the ability to promote safe systems of work
- Ability to develop, coordinate, schedule and communicate work programs and service priorities in a dynamic operational environment

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia
- Satisfactorily pass a national police check (and where necessary an international check)
- Current Victorian Driver's Licence

Physical

Daily work will be performed in an office environment, as such:

- Physical demands are sedentary to light requiring the ability to sit, stand, reach, bend, lift and pull using safe manual handling practices.
- You may be exposed to conditions normally encountered in an office environment.
- Ability to undertake and pass a pre-employment medical assessment against the inherent requirements of the role.

Psycho-social

- Resilience and adaptability
- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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