

# Position description (employee)

## Infrastructure Crew Leader

<b>Division</b>	<b>City Services</b>
<b>Business unit</b>	<b>Infrastructure Services</b>
<b>Grade/Band</b>	<b>Grade B</b>
<b>Date position description approved</b>	<b>June 2026</b>

### The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

### Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

**Make a difference:** We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

**Better together:** We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

**Embrace possibilities:** We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

### Primary purpose of the position

The Crew Leader is responsible for leading a team, undertaking and engaged in infrastructure maintenance activities, to ensure the safe, efficient, and effective execution of works. This role promotes team collaboration, ensures compliance with Work Health and Safety (WHS) standards, and supports the accurate documentation of work using the City's corporate systems. The Crew Leader also acts as a liaison between crew members and supervisors, reporting issues and fostering a culture of continuous improvement.

## Key accountabilities

- Lead infrastructure repairs and maintenance, ensuring compliance with safety regulations and standards, while leading and supporting team members to achieve operational goals efficiently.
- Plan daily workflows, make on-site decisions, and manage materials for efficiency and safety, providing guidance on tasks and ensuring team compliance with WHS and other regulatory requirements.
- Operate vehicles, plant, tools, equipment, and IT devices like iPads, including HR/MR licence machinery, in line with WHS policies.
- Lead and support team members, fostering a collaborative and inclusive work environment that encourages open communication and mutual respect.
- Ensure team adherence to WHS, Safe Work Method Statements (SWMS), and regulatory requirements, addressing and reporting workplace issues or conflicts to the supervisor promptly.
- Document work in the City's Corporate Asset Management System (CAMS) and oversee site risk assessments.
- Monitor and report hazards, incidents, and near misses, ensuring corrective actions are taken.
- Identify and share process improvement opportunities, while using digital tools and participating in training and development activities to enhance personal and team capabilities.

## Key challenges

- Organising daily works and leading a diverse team to deliver quality outcomes under time constraints.
- Leading a safe and compliant team in a busy and dynamic environment.
- Balancing leadership responsibilities with operational tasks to ensure team efficiency.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions</li> </ul>
Maintenance Coordinator	<ul style="list-style-type: none"> <li>• Provide expert advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Infrastructure Maintenance Team Members	<ul style="list-style-type: none"> <li>• Provide leadership, guidance, and foster collaboration.</li> <li>• Work collaboratively with other team members to ensure work is delivered safely, efficiently and relevant data is captured.</li> </ul>
<b>Stakeholders</b>	
People & Culture, Learning & Development	<ul style="list-style-type: none"> <li>• Seek support from People &amp; Culture to optimise team performance and efficiency.</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>Obtain guidance to enhance team growth and development opportunities</li> </ul>
<b>External</b>	
Community Members	<ul style="list-style-type: none"> <li>Represent the City professionally by being courteous and responsive during interactions.</li> </ul>
Vendors, service providers and consultants	<ul style="list-style-type: none"> <li>Communicate needs, facilitate routine business transactions and resolve issues</li> </ul>

## Key dimensions

### Decision making

- Make on-site decisions regarding task execution, resource allocation, and risk management.
- Escalate complex or unresolved issues to the supervisor.
- Perform and lead maintenance activities across various City infrastructure assets as assigned.

### Reports to

Supervisor, Infrastructure Maintenance

## Essential knowledge, skills and experience

- Qualifications:** White Card, NSW C Class Driver's Licence (C or higher), HR/MR Licence (or willingness to obtain within 6 months), and Traffic Control qualifications (TCR and IMP) or willingness to obtain within 12 months.
- Experience:** Background in civil or trade construction or maintenance, or related fields, with proven ability to lead and support teams in high-traffic environments.
- Safety Knowledge:** Demonstrated ability to maintain a safe work environment, comply with WHS standards, and conduct risk assessments.
- Leadership and Communication:** Strong leadership, teamwork, communication, and problem-solving skills.
- Technical Skills:** Proficient in operating tools, machinery, and digital tools, including iPads and Microsoft Office Suite.

## Capabilities for the position

Our capability framework outlines the behaviours, knowledge, and skills you need to work well in this role. Our employee capabilities provide clarity, common language, and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with integrity and courage	Foundational
	<b>Demonstrate accountability</b>	Adept
	<b>Manage self</b>	Intermediate
	Display resilience and adaptability	Foundational
Relationships	<b>Work collaboratively</b>	Intermediate
	<b>Communicate and engage respectfully</b>	Intermediate
	Community and customer focus	Foundational
	Influence and negotiate	Foundational
Results	Deliver quality results	Foundational
	Create and innovate	Foundational
	Plan and prioritise	Foundational
	<b>Think and solve problems</b>	Intermediate
Resources	Finance	Foundational
	<b>Technology and information</b>	Intermediate
	<b>Assets and tools</b>	Intermediate
	Procurement and contracts	Foundational

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The focus capabilities are those deemed most important for the position, at the time of recruitment. Candidates should have at least a satisfactory level to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate accountability	Adept	<ul style="list-style-type: none"> <li>Is prepared to make decisions within own level of authority</li> <li>Takes an active role in managing issues in the team</li> <li>Coaches team members to take responsibility and follow through</li> <li>Is committed to safe work practices and manages work health and safety risks</li> <li>Identifies and manages other risks in the workplace</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Understands what needs to be done and steps up to do it</li> <li>Pursues own and team goals with drive and commitment</li> <li>Shows awareness of own strengths and weaknesses</li> <li>Asks for feedback from colleagues and stakeholders</li> </ul>

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Relationships</b> Work collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Keeps team and supervisor informed of what work is being undertaken</li> <li>• Shares knowledge and information with team members and other staff</li> <li>• Offers to help colleagues and takes on additional tasks when workloads are high</li> <li>• Is aware of the wellbeing of co-workers and provides support as appropriate</li> <li>• Is open to input from people with different experiences, perspectives and beliefs</li> </ul>
<b>Relationships</b> Communicate and Engage Respectfully	Intermediate	<ul style="list-style-type: none"> <li>• Focuses on key points and communicates in 'Plain English'</li> <li>• Clearly explains and presents ideas and technical information</li> <li>• Monitors own and others' non-verbal cues and adapts where necessary</li> <li>• Listens to others when they are speaking and asks appropriate, respectful questions</li> <li>• Shows sensitivity in adapting communication content and style for diverse audiences</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Gathers and investigates information from a variety of sources</li> <li>• Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>• Asks questions to get to the heart of the issue and define the problem clearly</li> <li>• Analyses numerical data and other information and draws conclusions based on evidence</li> <li>• Works with others to assess options and identify appropriate solutions</li> </ul>
<b>Resources Technology and Information</b>	Intermediate	<ul style="list-style-type: none"> <li>• Shows confidence in using core office software and other computer applications</li> <li>• Makes effective use of records, information and knowledge management systems</li> <li>• Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>
<b>Resources</b> Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill set</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>