



POSITION DESCRIPTION

POSITION DETAILS

Position Number:

Position Title: DISTRICT MANAGER

Reports To: CHIEF EXECUTIVE OFFICER

Unit/Section: DISTRICT OFFICE

Prepared By: MERCER CULLEN EGAN DELL

Date: OCTOBER 2001

MAIN PURPOSE OF POSITION:

1. Manage the Board's District Office, including supervising and allocating staff, and co-ordinating workloads to enable the office to provide efficient and effective subsidence related services.
2. Investigate and assess claims for compensation, manage repairs and emergency works, process building and certificate applications, eliminate mine subsidence danger and provide advice and technical services to the general public to implement the Mine Subsidence Compensation Act.

KEY ROLES AND ACCOUNTABILITIES:

1. Manage and co-ordinate the functions of the District Office and maintain an effective, efficient and punctual service for the public.
2. Implement the policies and guidelines determined by the Mine Subsidence Board to maintain and promote compatibility between surface development and underground coal mining while minimising the risk and liability of the Board.
3. Provide expert knowledge and advice to clients during the investigation of claims and to effectively manage risk created by new surface development applications.

4. Investigate claims to determine the cause of damage, arrange and supervise repairs, or recommend alternative compensation.
5. Supervise and co-ordinate contractors regarding work to be performed for the Board and evaluate the results.
6. Arrange tendering documentation and processes, recommend tenderers, supervise work in progress and arrange payments on contracts to facilitate the efficient and effective repair service.
7. Implement the Board's technical standards, procedures and practices. This includes internal quality certification audits and recommending improvements to the Business Management System.
8. Carry out field level surveying, including calculations and book entries, to determine the affect of mine subsidence on an improvement.
9. Exercise delegations to manage temporary or emergency repairs, eliminate public or private danger and prevent damage to improvements. This requires rostered participation in the Board's 24-hour emergency response service.
10. Conduct public relations and pre-mining inspections to consult with property owners and explain the mine subsidence process, the services provided by the Board and to record the condition of the improvements prior to the subsidence for future reference.
11. Represent the Board at public/private meetings, committees and working parties to promote the Board's role and functions.
12. Respond professionally, in accordance with Board policy, to interest groups and the media to promote accurate and informed discussion on mine subsidence issues.
13. Manage and supervise staff in the District Office to ensure that the office is functioning effectively with motivated and informed staff.
14. Prepare all non-standard communications to inform clients regarding subsidence issues and supervision of work in progress.
15. Data input to computer records system.
16. Provide a monthly report to the CEO detailing operational performance. Advise the CEO about critical issues and events and make recommendations concerning actions and strategies.
17. Make recommendations to the CEO for the Board's consideration on the amendment and development of surface development guidelines and procedures.
18. Prepare responses to Local Environmental Plans (LEPs), Development Control Plans (DCPs), Development Applications (DAs) and Environmental Impact Statements (EISs) in accordance with policy.

LOCAL BACKGROUND/ENVIRONMENT

Established under the Mine Subsidence Compensation Act, the Mine Subsidence Board:

- Controls surface development within Mine Subsidence Districts in NSW for the subdivision of land, construction and improvement of properties;
- Provides compensation for damage to improvements on land caused by mine subsidence following the extraction of coal or shale.
- Eliminates danger to the community from mine subsidence-related events.

The objectives of the Board are to mitigate the effects of mine subsidence on the community by promoting compatibility between surface development and coal mining, repairing damaged improvements and managing a substantial compensation fund. The Board is a self-funded agency.

Through District Offices established by the Board, the organisation concentrates on the provision of planning advice and control of surface development and the repair of damage to surface improvements.

The District Offices are responsible for:

- Promoting compatibility between surface development and coal mining through specialist advice and planning processes.
- Implementing guideline assessment and planning to reduce future damage from mine subsidence and the elimination of danger.
- Providing a comprehensive advisory and technical service on mine subsidence and surface development.
- Increasing community, building industry and mining company knowledge on mine subsidence problems and their mitigation.
- Certifying compliance of land and/or buildings located in Mine Subsidence Districts for the purposes of conveyancing and compensation.
- Implementing prompt and efficient compensation and/or repairs for damage to improvements caused by mine subsidence.

Coal mining companies are levied annually by the Board to provide the funds and revenue for compensation and operations of the Board. Expert advice on mine subsidence risk and mitigation, and on surface planning is provided to property owners, government departments, local government, community organisations and mining companies in Mine Subsidence Districts and other mining areas.

The activities of the Board include advising on major industrial, commercial and infrastructure building projects; major restoration projects in areas affected by mine subsidence; new coal mining applications; the management and extension of a geographical mapping database and information service related to coal mining areas, research and development on the impact of coal mining and subsidence mitigation; and setting up or joining in cross-government, industry and community based planning and development committees.

REPORTING RELATIONSHIPS

There are five District Managers who report directly to the CEO. In addition, three other positions report directly to the CEO (the Subsidence Risk Engineer, the Secretary and Manager Finance and Administration, and a Personal Assistant).

ROLES SUPERVISED

The position may have up to four roles reporting to it:

Works Supervisor - Accountable for supporting the District Manager in a range of areas, including providing technical support, undertaking claims and certificate inspections, and approving building applications.

Client Service Supervisor, Client Service Officer, Client Service Assistant - Accountable for issuing certificates, registration of activities, typing reports, filing pre-mining inspection reports and other papers, and providing customer service.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

Externally, the position works with senior staff in councils and government departments to exchange information and gain the required commitment to planning, delivery and ongoing service on all subsidence issues. The position also has considerable contact with the public to accurately inform on sensitive issues relating to subsidence. In addition, the position consults regularly with mining companies, consultants, engineers and architects to provide advice, discuss major projects, and seek reliable and current information on mining/subsidence issues and events.

Within the Mine Subsidence Board, the position works closely with the CEO and other District Offices to advise on relevant issues, exchange information to aid the operation and co-ordination of subsidence activities, and to plan, develop and implement the strategic and business plans. There are also meetings with groups, such as Finance and Administration and Risk Engineering, which provide support services and advice on mine subsidence requirements in different types of building structures to the District Office.

CHALLENGES AND PROBLEM SOLVING

1. Implement the policies and guidelines determined by the Mine Subsidence Board relating to surface development to minimise the risk and liability of the Board.
2. Maintain and promote the public image of the Mine Subsidence Board.
3. Maintain systems and operations to minimise the turnaround time on applications for approval, claims and certificates.
4. Inform and advise the public, interest groups and the media on the facts and issues related to subsidence and mining given their knowledge in this field.
5. Review, evaluate and interpret guidelines and policies related to subsidence given the constant need to remain up to date with the frequent changes in policies and procedures.
6. Investigate and report on the cause of damage and method of repair to surface improvements.
7. Manage subsidence enquiries and maintain flexibility to satisfy the changing priorities, deadlines and tight time frames associated with the Board's operations.
8. Maintain a good working relationship with claimants, the community and other stakeholders.
9. Implement appropriate action to eliminate danger or undertake emergency repairs.
10. Manage the operational functions of the District Office and allocate staff resources.
11. Achieve the Board's performance targets and outcomes as set in the Corporate Plan.

DECISION MAKING

The District Manager is responsible for allocating work priorities to staff. The role has delegated authority in accordance with policy for approving or refusing building applications (BAs), subdivisions, Section 15 Certificates and surface development guidelines for subdivisions. The District Manager investigates claims and can approve acceptance and repairs within delegation.

The position decides on appropriate actions concerning emergency situations.

POSITION DIMENSIONS**Delegations - District Manager**

Delegation	Financial Limit	Comments
Subdivision of Land	*	Must conform with Guidelines and Policies set by Board and Surface Development Guidelines for MSD
Alteration or Erection of Improvements	\$1.5m	Must conform with Guidelines and Policies set by Board and Surface Development Guidelines for MSD
Claims	\$10,000	Can only REFUSE IF NOT UNDERMINED. Can accept to \$20,000 if Works Supervisor does investigation/report.
Elimination of Danger	\$6,000	Fill in or fence dangerous holes
Emergency Repairs	\$6,000	To eliminate health hazard (eg, sewers) or inconvenience
Investigation of Claims	\$6,000	Arrange site testing/investigation
Temporary Repairs	\$6,000	Where claim accepted and subsidence continuing
Prevention of Damage	\$6,000	Mitigatory works to reduce costs
Certificates	*	Approve/refuse 15B (except 15B(3A)), Approve 15C
Administrative Expenses	\$100	Petty Cash

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Understanding of underground coal mining and subsidence and its potential effects on surfaces, structures and construction.
- Full understanding of the building industry in order to appreciate the impacts of subsidence on existing and future developments.
- Managerial skills, including the proven ability to co-ordinate, manage, allocate, motivate and train and develop staff.
- Formal qualifications, such as Building Trade Certificate and Building Foreman/Clerk of Works Certificate or equivalent knowledge, and experience in the building construction industry.
- Strong interpersonal, negotiation and conflict resolution skills to liaise and maintain a good working relationship with a diverse range of external clients.
- Working knowledge of the Building Code of Australia, the Mine Subsidence Compensation Act, the Environmental Planning and Assessment Act and other relevant legislation and codes.

- Experience with office computer programmes, eg, spreadsheets, and knowledge of information systems.
- Competence in investigation, evaluation procedures and report writing.
- Planning and analytical skills with the ability to develop and implement solutions, as well as address specific challenges.
- Good presentation skills and ability to deal with sensitive issues.
- Knowledge of the impact of mine subsidence on surface structures.
- Understanding of tendering and contract negotiation processes.
- Knowledge of quality management principles and best practice.
- Knowledge of Equal Employment Opportunity, Occupational Health and Safety, ethical practice policies and other legislative requirements relevant to the Mine Subsidence Board.

ORGANISATIONAL CHART

As attached.

VERIFICATION

This section verifies that the position holder and supervisor have read the above Position Description and are satisfied that it accurately describes the position.

Position Holder:

DARREN BALLOCK

Signature:

[Signature]

Date:

24/11/03

Chief Executive Officer:

GREG COLE-CLARK

Signature:

[Signature]

Date:

24/11/03