CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Lead Supervisor Maintenance

Classification: CLS7

Position number: P58183

Division: Transport Canberra and Business Services

Business unit: Capital Linen Service

Position Status/Hours: Temporary 38hrs/pw

Location: Mitchell, ACT

Reports to: Director Facilities & Assets

Date last reviewed: 12/11/2026

Position requirements:

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Transport Canberra and Business Division

Transport Canberra & Business Services (TCBS) delivers essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's Transport Canberra and City Services Directorate.

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our website

POSITION PURPOSE

The Lead Supervisor Maintenance reports to the Director Facilities and Assets and plays a critical role in ensuring the effective operational requirements of an industrial laundry through the effective management of reactive and preventative maintenance. To be successful in this role, you will be highly motivated, flexible, and have the ability to collaborate and foster a safe, positive and respectful workplace culture.

As Lead Supervisor Maintenance you will be responsible for maintenance workforce management and planning, while ensuring all activities are conducted safely and in alignment with established CLS policies and procedures. The Lead Supervisor Maintenance supports the Maintenance

Technicians, and works closely with the Lead Supervisor Production, Production Supervisors and logistics teams to ensure smooth operations and high levels of customer satisfaction.

The CLS maintenance team have responsibility for the day-to-day operational maintenance requirements of the production floor to meet and deliver client orders across a 7-day week. This includes coordination of all reactive and proactive maintenance to maximise efficiencies, proactively identify operational and production issues and develop mitigation strategies to address operational areas of concern.

CLS provides a critical service to hospitals, aged care, health services and our commercial clients within the ACT and surrounds, across 7 days a week based on production, contractual and client requirements. Standard operating hours are Monday to Saturday currently, however this may change based on operational requirements. A member of the Maintenance team is on site during all operating hours.

DUTIES / RESPONSIBILITIES

As Lead Supervisor Maintenance, you will:

- Work to the Director Facilities and Assets to lead, embed and enforce management practices, policies, and procedures within the Maintenance team.
- Ensure all maintenance work is planned, scheduled and executed on time, to a high standard and in line with CLS maintenance policy, procedures and quality standards while consistently driving outcomes in accordance with SWMS, SOPs, industry best practice and WHS processes and practices.
- Develop daily, weekly and monthly operational maintenance plans in consultation with the Director Facilities and Assets by reviewing and using regular reporting and collaboration with the Operations leadership team to achieve the required daily maintenance targets balanced with the required operational output of the laundry.
- Maintain and track maintenance KPI's via regular monitoring, review and reporting in a timely manner to the CLS leadership board in collaboration with the Director Facilities & Assets.
- Attend the daily operations briefing providing maintenance updates including planned events with the following approach:
    - Update ongoing downtime/reliability issues of the last 48 hrs
    - Communicate planned future maintenance events.
- In collaboration with the Production Lead Supervisors and CLS Maintenance team identify operational equipment concerns and develop timely and effective solutions.
- Work collaboratively with all CLS teams to ensure and embed:
    - A high level of compliance with WH&S obligations across the laundry,
    - Effective use of and updating of all documentation within the QMS
    - Proactive assistance to operations team in addressing any product quality issues from an equipment maintenance perspective.
- Collaborate with contracted laundry suppliers and other stakeholders to gain knowledge and receive training to ensure correct use of and effective management of laundry equipment and maintain service delivery capability.

- Lead the maintenance team to undertake manual tasks and operation of equipment safely in accordance with OEM and standard operating procedures.
- Champion an inclusive and respectful environment where staff performance, development and job satisfaction is valued and prioritised whilst contributing to a consistent quality product output for the business, clients and community.
- Be an agile dynamic thinker, capable of developing solutions as part of the one team approach to issues with equipment as they arise addressing urgent operational needs.
- Must be able communicate and listen effectively using strong judgment and evidence-based decision making.
- Ensure the Company Computer Maintenance Management System (CMMS - MEX) is utilised to capture all work being performed by:
    - Creating work orders to capture any work required
    - All parts and materials are recorded in the workorders and ordered as required
    - All equipment downtime is recorded in each work order,
    - Input detailed description of the work required and or carried out including photos where necessary
    - Undertaking and direct Planned Maintenance in line with the Original Equipment manufacturers' (OEM's) recommendations in conjunction with CLS preventative maintenance schedules
    - Contributing to monitoring and maintenance of the spare parts inventory
    - Completion of each work order in a timely fashion including a FEMA update.
- Conducting timely investigations into equipment breakdowns as directed, identifying root cause of failure, providing recommendations and ensuring repairs are executed timely.
- Escalating and reporting major breakdowns or identifying risks, communicating with key stakeholders and co-ordinating repairs with internal and/or external contractors in line with operational requirements as directed.
- Conduct routine inspections of equipment working condition, reporting issues and providing recommendations for improvement.
- Assisting with CLS projects ensuring collaborative working environment with both internal and external CLS team members or contractors as directed.
- Undertake administration tasks as directed using relevant tools and technology such as mobile ICT devices (including mobile phones, tablets and 2 ways radios).

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Recognised trade or tertiary qualification in a mechanical or electrical field.
- Demonstrated experience and sound judgment in assessing, prioritising, and undertaking both reactive and preventative maintenance, in a safe, process-compliant, efficient, and customer focused manner with minimal operational disruptions.
- Ability to prepare operational documentation including procedures, schedules and rosters.
- Experience with and knowledge of the operations and equipment of a commercial laundry or similar industrial operation.

Behavioural Skills

- Demonstrated experience working with stakeholders and managing relationships and expectations, including demonstrating good judgement and decision-making ability in an operational and/or production related business.
- Highly developed interpersonal and communication skills including the capability to problem solve, influence positive change, promote a positive workplace culture of care, kindness and respect whilst meeting the outcomes of a highly operational workforce.
- Proven ability to set performance expectations with team members and provide regular feedback and coaching to ensure they meet the requirements of their role.
- Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Recognised trade or tertiary qualification in a mechanical or electrical field.
- Experience in an industrial laundry, manufacturing or processing workplace is highly desirable.
- Driver's licence (C class) is essential.
- Operational certificates/ licenses relevant to an industrial workplace would be desirable, or ability to obtain.

- Must be available to work mornings or afternoons and perform overtime (scheduled and unscheduled) inclusive of weekends and public holidays.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position requires a pre-employment medical.
- This position **does not** require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Lead Supervisor Maintenance (position number P58183) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Frequently
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently