



POSITION TITLE	Street Sweeper and Litter Operator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 4
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	City Services
REPORTS TO	Resource Recovery Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

To assist in the delivery of services to the specified standard for the programmed work allocated to the street cleaning team. To contribute to the effective operation and ongoing maintenance of the Resource Recovery Centre by providing quality waste management assistance and education to customers.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

General

- Provide support to other roads and parks teams by working with them when they require additional labour and plant resources. The objective being an integrated works team that utilises all of council's resources across all teams when the need arises.
- Undertake the monitoring and servicing of the council's public place waste receptacles (refuse and recycling), dog bag dispensers on a daily basis or as scheduled. Coordinate times and works of contractors for the safe maintenance and cleaning of public placed infrastructure, assist the Waste management coordinator with the servicing of curbside collection as a result of green team visits and assist with the litter

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

controls and collection of illegally dumped rubbish from the following locations:

- Reserves and Parks
 - Roadsides
 - Council owned community assets
 - Public placed street litter bins
 - Other areas as required
- Regular review of the street litter routing seeking optimum service efficiencies.
 - Assist in the development and implementation of Safe Work Method Statements (SWMS) for all maintenance tasks associated with the street cleaning team.
 - Assist in the selection, development and implementation of Traffic Control Plans (TCP's) for all maintenance tasks associated with the street cleaning team.
 - Accurately complete timesheets in accordance with the business units operating procedures.
 - Perform other duties across all areas of the works team as directed by the coordinator, team leader and manager.
 - Perform other duties as directed by the team leader and manager.
 - Provide high standard of customer service to both internal and external customers.
 - Ensure that disposed materials from the street litter truck and Street sweeper truck are safely and securely deposited in correct locations with the aim of maximising separation, re-use and recycling, including goods for sale.
 - Maximise diversion of recyclable materials through the collection of recyclable materials in the dualpac Street Litter truck and the operation of Street sweeper truck.
 - Relieve operator position as required.
 - Relieve the customer service position as required.
 - Liaise with contractors to ensure that they are given adequate lead time to clean and service public placed infrastructure. .
 - Provide assistance and expertise to Event teams at major and minor city events through the coordination and servicing of waste receptacles.
 - Ensure appropriate security measures are maintained at the facility.

Communications

- Assist by responding to customer service requests in a timely, courteous and helpful manner.
- Maintain effective communications with other team members, team leaders, and senior officers to provide an open and free flow of information within council.
- Ensure all appropriate records are maintained in a timely and accurate manner.

Cleaning Activities

- Assist with the delivery of all cleaning activities that relate to the role including but not limited to street and car park sweeping, drinking and water fountains, public art, bus shelters, pedestrian underpasses, drainage pits, and graffiti removal.
- Collect deceased animals in public places, both domestic and wild
- Provide assistance and expertise to Event teams at major and minor city events through the coordination and servicing of waste receptacles.

Plant and Equipment

- Operate and maintain a variety of plant and equipment items in a safe and competent manner as required.

Key Accountabilities and Extent of Authority

The position is accountable to the Resource Recovery Coordinator for;

- the successful completion of the duties listed within this position description;
- work performance in following practices that produce safe work methods / outcomes including but not limited to the safe operations of plant and equipment and the implementation of OHS policies and procedures;
- assisting in the operation of the unit and ensure that work performance and standard of works meet the required service levels for each activity / task as detailed in the relevant operating procedures
- Presenting a professional, neat, efficient and co-operative image to members of the public and staff, including the wearing of a corporate uniform and name badge while at work.
- The freedom to act in this role is limited by standards and procedures and falls within specific guidelines, with the Street Sweeper and Litter Operator expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures

The position has the authority to:

- Regulate and direct users of the RRC facility and proper use of public placed infrastructure; and,
- Exercise discretion in carrying out the position's responsibilities within established procedures and guidelines; and,
- Act as an authorised officer of council.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation’s objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.

SPECIALIST KNOWLEDGE AND SKILLS

- Relevant mechanical and technical skills enabling the safe and competent use of each item of plant including the processes and procedures for operation of plant and equipment.
- Sound knowledge of the safe storage and use of cleaning agents including correct cleaning agents used in correct quantities for each task.
- Sound knowledge of cleaning processes relevant to public art, bus shelters, pavements and a variety of other surfaces.
- Sound knowledge of road traffic regulations.
- Sound knowledge and thorough understanding of the principles and practices of road maintenance activities.
- The ability to judge the safety of delegated projects and worksites and act accordingly to ensure compliance with OH&S policies and regulations.
- The ability to work effectively with limited supervision.
- The ability to initiate and respond positively to change.
- The ability to be self-motivated to ensure good time keeping.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.

- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Certificate II or III in Asset Management (Cleaning Operations) or an equivalent combination of relevant experience and education.
- Knowledge and experience in confined space entry requirements

LICENCES & MANDATORY REQUIREMENTS

- Heavy Rigid Truck Licence
- OHS general induction for construction works (White Card)
- Spotters registration certificate (Beneficial but not mandatory)
- Level 2 First Aid certificate
- Current forklift Licence and experience (Beneficial but not mandatory)
- Traffic management - Apply Traffic Control Plans (Beneficial but not mandatory)
- Traffic management - Stop and Go (Beneficial but not mandatory)
- Pre-employment Functional Assessment
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current Drivers Licence

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.

- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Proven ability to follow instructions and work according to established processes.
2. Ability to undertake required duties in a safe manner, ensuring your own safety and that of others within the workplace.
3. Flexibility, adaptability and willingness to undertake all duties required of the role, including early morning starts and role rotating.
4. Well-developed communication and interpersonal skills.
5. Basic use of computers.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
--------------	--

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> Understands council vision and purpose and how their role fits in Is willing to adapt to changing processes, systems, technology and environments Looks for improvements and better ways of doing things Seeks support and clarification when required
---	---

People Development	
--------------------	--

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> Displays council values Reflects upon own performance Seeks and acts upon feedback Sets goals for personal and professional development Finds ways to learn and improve in the completion of day-to-day tasks Takes responsibility for own work and meeting job requirements
--	---

Manage Health and Wellbeing	
-----------------------------	--

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> Demonstrates effective time management and prioritising of tasks Is aware of, controls and expresses their own emotions appropriately Recognises when support is needed Accepts responsibility for their own actions and outcomes Is aware of the importance of self-care
---	---

Safety and Risk Management	
----------------------------	--

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> Remains vigilant in ensuring a safe working environment for self and others Is aware of risk and takes action to prevent problems Reports hazards, incidents (including near misses) and compliance concerns in a timely way Understands the importance of honesty and transparency Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets Complies with policies and procedures
--	---

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY				
				R	O	F	C	
Street Sweeper Operator	Will contribute to the efficient and effective operation of council's outdoor operations activities.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to static stand for up to 2 hours Capacity to stand and walk frequently throughout the day Capacity to alternate posture frequently Capacity to walk up to 5km on even/uneven/sloped surfaces. Capacity to negotiate steps and stairs occasionally. Ability to use 3 points of contact when entering / exiting large work vehicles. Capacity to kneel and squat to ground level repetitively when completing low level tasks. Capacity to lift and carry up to 20 kilograms from ground to shoulder height and carry up to 20 metres. Capacity to work between ground and waist height frequently. Capacity to work above head height on rare occasions. Adequate movement through the trunk and lower back (including flexion, lateral flexion, and rotation). Adequate movement through the neck (including flexion, extension, and rotation) Adequate hand grip and dexterity including capacity to perform a power grip repetitively; Capacity to tolerate vibration Capacity to drive company vehicle up to 30 minutes frequently. Adequate level of fitness required. Ability to liaise with staff of all levels Ability to manage conflict and converse with disgruntled or abusive people e.g. members of the public. 	Sitting			X		
			Standing			X		
			Walking					X
			Lifting < 20kgs			X		
			Carrying < 15kgs			X		
			Pushing		X			
			Pulling		X			
			Climbing		X			
			Bending			X		
			Twisting			X		
			Squatting			X		
			Kneeling			X		
			Reaching			X		
			Fine motor					X
			Neck postures			X		
			Accepting instructions		X			
			Providing instructions		X			
			Sustained concentration					X
			Decision making		X			
			Problem solving		X			
			Supervision of others		X			
			Interaction with others			X		
Exposure to confrontation		X						
Respond to change					X			
Prioritisation					X			

		<ul style="list-style-type: none">• Ability to maintain professional relationships e.g. co-workers, community members.• Possess strong interpersonal communication, organisational, and time management skills.• Ability to work both independently and in a team					
--	--	---	--	--	--	--	--