



POSITION TITLE	Asset & Facilities Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 5
DIRECTORATE	Infrastructure
BUSINESS UNIT	Assets
REPORTS TO	Team Leader Operational Assets
SUPERVISES	N/A
EMPLOYMENT STATUS	Full time, limited tenure
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

This position will contribute towards council’s goals to protect, enhance and manage our unique natural and built environments, planning for growth, demonstrating leadership and stewardship now and into the future.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This position will support the following service areas and programs:

- The upkeep and improvement of Council’s asset data/registers;
- Assist in the implementation of Councils corporate asset management system.
- Assist in the development of operational asset workflows within Councils corporate asset management system.
- Assist with the development of prioritized renewal/replacement and future planned maintenance programs or annual long-term financial forecasting.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- **Building Maintenance Services:** Assist in the delivery of building maintenance services. This includes but not limited to:
 - Cleaning and maintenance of council facilities.
 - Security management for all council buildings.
 - Management and oversight of keys for council properties.
- Mechanical Services Contract: Manage and maintain the council’s mechanical services contract and related software.
- Customer Service Requests: Process and prioritize customer service requests as required.
- Program Maintenance Activities: Assist in the Delivery and program maintenance activities as directed by the team leader. This includes engaging contractors & ensuring contract compliance

Customer service

- Respond to internal and external customer requests relevant to the position, and liaise with affected individuals or groups, ensuring compliance with regulations and policies to achieve appropriate outcomes.

Contract management

- Ensure contract compliance when engaging contractors, including conducting OHS inductions and audits.
- Assist in Development of technical tender specifications in accordance with council requirements.
- Maintain building and facilities contracts including variations and compliance.

Financial

- Possess knowledge and understanding of budget components related to the position, with the ability to monitor and manage expenditures within budget limits.
- Conduct end-of-month financial reporting, including updating data into the asset management software system, ensuring accuracy and compliance with financial policies.
- Payment of invoices, raising of purchase orders.

*For the purposes of this position, the responsibilities include all **Council facilities**, buildings, and equipment managed by various departments across the council.* 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

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

- With direction, use judgement to make decisions on the selection of the best method, technology, process or equipment from a range of available alternatives to meet the objectives of the work.
- With assistance, resolve problems of a technical nature using procedures, guidelines, professional and technical knowledge.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of infrastructure assets and maintenance activities.
- The ability to analyse, identify and solve problems and provide advice to stakeholders.
- Knowledge of the use of mobile computing technology such as a tablet or Ipad
- Aptitude and experience in the use of corporate GIS applications, Intramaps or QGIS
- Knowledge and experience with using Windows Explorer (for example, understanding of drives and folders, and ability to navigate to find drives/folders), Microsoft Office and Kapish/Trim
- Ability to work with minimum supervision.
- Ability to manage contractors and provide assistance in procurement
- Ability to manage databases
- The ability to work as a member of a multi-disciplinary team to meet organisational requirements.
- Excellent customer service skills.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Understanding and ability to implement personnel practices, including equal employment opportunity, occupational health and safety (OH&S), and employee development.
- Good time management and the ability to prioritise tasks.
- Ability to meet deadlines as discussed with the supervisor.
- Ability to receive and follow directions from a supervisor and seek workload management support when required.
- Honesty and transparency in all dealings, with an obligation to report suspected fraud or corruption.
- Understanding of risk and consideration of it when performing work.
- Commitment to the safety and wellbeing of oneself and other staff, following OH&S procedures.
- Reporting of hazards, risks, and behaviours that may not comply with organisational or legislative requirements.
- Maintenance of personal hygiene and adherence to dress standards set for the position, including wearing any uniform and using any personal protective equipment prescribed for the position and specific work duties.

INTERPERSONAL SKILLS

- Good verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of problems.
- Good written communication skills to communicate with clients, members of the public, and other employees.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position.

CUSTOMER CARE

Meet council's Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;
- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;
- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- Relevant experience in the following areas:
 - Working with asset management systems.
 - Using mobile GIS technology and desktop GIS programs.
 - Maintenance and construction of infrastructure assets.
 - Working with asset management systems
 - Administration including invoicing

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual

orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, 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.

KEY SELECTION CRITERIA

1. Relevant qualifications and/or experience with asset maintenance and facilities management
2. Experience in contract management including invoicing, purchase order and procurement
3. Knowledge of asset management systems and experience in database management
4. A positive and enthusiastic attitude
5. The ability to work collaboratively in a team environment

Staff member signature

PERSONAL AND LEADERSHIP COMPETENCY FRAMEWORK

ALL EMPLOYEES

- Demonstrate commitment to Wodonga council through the organisational values and behaviours.



ATTACHMENT 1

PERSONAL AND LEADERSHIP COMPETENCY FRAMEWORK

CUSTOMER AND COMMUNITY FOCUS

- Develop and maintain productive relationships
- Effectively build rapport with internal and/or external customers
- Use community and customer feedback to improve services and relationships
- Continually strive to deliver the best services and outcomes for the resources available
- Have a 'can do' attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries

COMMUNICATION

- Express ideas / thoughts clearly and concisely
- Use language appropriate to audience
- Actively listen
- Give the person you're with your full attention

SHOW INITIATIVE

- Be a self-starter
- Be proactive
- Take productive action without being asked
- Continually pursue improvement opportunities
- Generate & develop new ideas and share them
- Be willing to question the way things are to find solutions
- Seek out best practice and learn from it
- use different approaches to resolve issues/develop opportunities

QUALITY OF WORK

- Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner
- Develop and / or use systems to check accuracy and completeness (e.g. checklists, flowcharts)
- Follow or establish procedures and/or processes
- Thoroughly review own work

ORGANISATIONAL SKILLS AND TIME MANAGEMENT

- Effectively co-ordinate priorities
- Effectively manage resources and time
- Be flexible and adaptable to changing circumstances
- Have a 'can do' attitude
- Be friendly, co-operative and helpful
- Respond promptly to customer enquiries
- Exceed customer expectations wherever possible

WORKPLACE SAFETY

- Observe safe work methods and practices
- Comply with OH&S policies and practices
- Keep immediate work area clean and tidy (office based staff only)

TEAM WORK

- Actively encourage a supportive team culture
- Encourage the sharing of information
- Give and receive feedback openly and look for improvement opportunities
- Take responsibility for team duties and contribute

ATTACHMENT 2

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
Provision of information technology (IT) customer service support, and infrastructure projects	Desk based and IT infrastructure duties relating to the role	<ul style="list-style-type: none"> Liaison with staff of all levels Phone use Photocopier use Use of computers and multiple IT programs / systems Hardware and software maintenance Installation of hardware, software and peripherals Customer service and help desk support Time management Handwriting notes Driving company vehicles Operate within budget and timeframes Involvement in team planning and objective delivery 	Sitting				X
			Standing			X	
			Walking		X		
			Lifting < 10kgs		X		
			Carrying		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
			Major decision making			X	
			Complex problem solving			X	
			Supervision of others			X	
			Interaction with others			X	
			Exposure to confrontation		X		
Respond to change		X					
Prioritisation			X				