



position description

POSITION TITLE	Roadside Maintenance Apprentice
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Infrastructure and Development
BUSINESS UNIT	Roadside Maintenance
REPORTS TO	Roadside Maintenance Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council is a progressive regional organisation focused on strengthening the community and creating a city where people can live, work and thrive. Council delivers a broad range of services, facilities and infrastructure that support the everyday needs and long-term wellbeing of the community.

The Planning and Infrastructure Directorate supports the sustainable development, operation and maintenance of Wodonga's built and natural environments. Its work helps ensure that community infrastructure, public spaces and essential assets remain safe, functional and responsive to the city's changing needs.

The Roadside Maintenance team undertakes planned and responsive maintenance across Council's road-related infrastructure. This includes roads, stormwater drainage, pathways, kerb and channel, bridges, guardrails, guideposts and signage throughout the municipality.

The team works collaboratively across Council's outdoor operations to coordinate resources, respond to maintenance priorities and support effective service delivery. Employees operate in changing outdoor environments and are expected to follow established work practices, safety requirements and directions provided by supervisors.

The Roadside Maintenance Apprentice contributes to this work while completing structured formal study and practical workplace training. The position provides an opportunity to develop civil construction skills, gain



Trust



Respect



Integrity



Learning

Vision: A vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership.

Mission: Wodonga Council delivers efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

relevant licences and competencies, and build experience working as part of a practical and community-focused maintenance team.

POSITION OBJECTIVES

The Roadside Maintenance Apprentice supports the maintenance and repair of Council's roadside infrastructure while completing a four-year Certificate III in Civil Construction. Working under direction, the position develops practical skills through formal study, supervised workplace training and participation in daily maintenance activities. The apprentice assists with roads, drainage, pathways, kerb and channel, bridges, guardrails, guideposts and signage while learning to safely use plant, equipment and tools. The position also contributes to traffic management, worksite safety, accurate recordkeeping, customer service and broader operational activities across Council's outdoor teams.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- **Roadside Maintenance**

Assist with planned and responsive maintenance of roads, stormwater drainage, pathways, kerb and channel, bridges, guardrails, guideposts and signage. Complete allocated activities under direction and follow established work methods to support safe, functional and serviceable roadside infrastructure throughout the municipality.

- **Apprenticeship Training and Development**

Undertake the Certificate III in Civil Construction and make satisfactory progress throughout the four-year apprenticeship. Participate in formal study, supervised workplace training and competency assessments, apply newly developed skills to daily activities and seek instruction when tasks extend beyond current training or competency.

- **Plant, Equipment and Tool Operation**

Develop competency in the safe use of vehicles, plant, equipment and hand tools required for roadside maintenance activities. Operate equipment within current training and authorisation, complete routine cleaning and checks, and promptly report faults, damage or servicing requirements to the appropriate employee.

- **Safety and Worksite Compliance**

Follow occupational health and safety requirements, Safe Work Method Statements, job safety analyses and established work procedures. Identify and report hazards, incidents and near misses, use required personal protective equipment and take reasonable care for personal safety and the safety of others at each worksite.

- **Traffic Management Support**

Complete required traffic management training and assist with implementing approved Traffic Control Plans. Set up, monitor and remove traffic control devices as directed, remain alert to changing site conditions and follow established procedures when working near vehicles, pedestrians, plant and road traffic.

- **Team and Operational Support**

Work cooperatively with Roadside Maintenance employees and provide practical support to other roads, parks and outdoor operations teams when directed. Share labour, plant and equipment appropriately,

communicate progress and emerging issues, and contribute to coordinated service delivery across Council's operational work areas.

- **Customer Service and Communication**

Provide courteous and helpful service when interacting with employees, contractors and members of the community. Respond to routine enquiries within current knowledge, refer matters when further advice is required and communicate work activities, progress and relevant site information clearly to supervisors and team members.

- **Records and General Duties**

Complete timesheets, work records, safety documentation and other routine administrative requirements accurately and within required timeframes. Follow business unit reporting procedures, maintain confidentiality, care for Council resources and undertake other duties within the position's skills, training and classification as reasonably directed.

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
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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

- Undertake allocated work in accordance with established procedures, instructions and safe work practices.
- Organise daily activities and adjust priorities following direction from the supervisor.
- Identify straightforward worksite issues and take appropriate action within current training, competency and authority.
- Seek guidance when instructions are unclear or a matter falls outside established procedures or current capability.
- Recognise and report hazards, equipment faults, service issues and changing worksite conditions.
- Apply practical problem-solving skills to routine tasks while continuing to develop technical knowledge and experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrate an interest in civil construction, roadside maintenance and practical outdoor work.
- Develop knowledge of the methods used to maintain roads, drainage, pathways, kerb and channel, bridges and other roadside infrastructure.
- Learn the safe use of relevant plant, vehicles, equipment, hand tools and personal protective equipment.
- Understand and follow workplace health and safety responsibilities relevant to allocated activities.
- Read and follow work instructions, plans, safety documents and established procedures.
- Complete timesheets, safety documents and routine work records clearly and accurately.
- Adapt to changing tasks, work locations, environmental conditions and operational requirements.
- Apply newly developed knowledge and practical skills within current training, competency and authorisation.

MANAGEMENT SKILLS

- Manage time effectively and complete allocated tasks within agreed timeframes.
- Organise routine work, tools and equipment in accordance with supervisor instructions.
- Follow directions and seek assistance when workload, priorities or expectations are unclear.
- Balance workplace duties with the study, training and assessment requirements of the apprenticeship.
- Care for Council vehicles, plant, equipment, tools and other operational resources.

- Prepare for allocated activities by confirming instructions, equipment and safety requirements.
- Receive feedback constructively and apply it to improve future work.
- Maintain personal presentation, uniform and protective equipment requirements relevant to the position.

INTERPERSONAL SKILLS

- Work cooperatively and respectfully as part of the Roadside Maintenance team.
- Communicate clearly with supervisors, team members, contractors and community members.
- Listen carefully, follow instructions and ask questions when clarification is required.
- Build effective working relationships across Council's outdoor operations teams.
- Share relevant information about work progress, emerging issues and changing site conditions.
- Gain cooperation and assistance from others when completing shared work activities.
- Maintain confidentiality and handle workplace information appropriately.
- Provide practical support to other employees and teams when directed.

INFORMATION TECHNOLOGY SKILLS

- Use computers, mobile devices and Council systems relevant to the position.
- Enter timesheet, work activity and routine operational information accurately.
- Maintain electronic records in accordance with established requirements.
- Learn and adopt software applications used to support roadside maintenance activities.
- Follow Council requirements for the appropriate and secure use of technology and information.
- Seek assistance when encountering unfamiliar systems or technical issues

CUSTOMER SERVICE SKILLS

- Provide courteous, helpful and respectful service to internal and external customers.
- Listen carefully and ask appropriate questions to understand routine customer enquiries.
- Provide accurate information within current knowledge and refer matters requiring further advice.
- Communicate clearly and confirm that information has been understood.
- Keep relevant people informed about the progress of matters within the position's responsibility.
- Follow through on commitments and advise the appropriate employee when commitments cannot be met.
- Acknowledge mistakes and seek assistance to correct them promptly.
- Support equitable access to Council services by responding respectfully to individual customer needs.

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

Training, both formal and on the job, will be provided to gain relevant certificates/licences, including:

- Heavy plant and equipment licence
- OHS general induction for construction works (Green and Red Cards)
- Spotters registration certificate
- Traffic management - Apply Traffic Control Plans
- Traffic management - Stop and Go
- Knowledge and experience in confined space entry requirements
- OHS White Card
- Medium Rigid License

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Pre-employment Functional Assessment
- OHS White Card
- Right to work in Australia.

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. Demonstrate commitment to undertaking and successfully completing a Certificate III in Civil Construction as part of a four-year apprenticeship.
2. Undertake manual and physical activities in workshop, depot, roadside and outdoor environments, including working in changing weather and operational conditions.
3. Follow instructions, established procedures and safe work practices while recognising when further guidance or clarification is required.
4. Work cooperatively under direction and contribute positively to team activities in a changing operational environment.
5. Demonstrate commitment to workplace health and safety, including identifying and reporting hazards and using required personal protective equipment.
6. Communicate clearly and respectfully with team members and members of the community and complete routine written, administrative and digital records.

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.	• 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
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Build and Enhance Relationships

Works co-operatively and effectively with others.	• 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
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	• 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
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Future Focus	
Looks for improvements and is adaptable to change.	• 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	
Welcomes opportunities for learning and self-development.	• 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	
Takes responsibility for self-care and managing work-life balance.	• 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	
Takes responsibility for personal actions and reports safety and compliance concerns.	• 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

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

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.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Roadside Maintenance	Repair and maintenance of roads, storm water drainage, pathways, kerbs and channel, bridges, guardrail, guide posts and signage infrastructure etc	- Safely entering and exiting an elevated cab of machinery (climbing small steps using a hand rail) – including back hoe, truck, grader, excavator, skid steer, fork lift. - Sitting for extended periods in cab - Safely operating heavy machinery - Operating machinery on uneven surfaces - Using hand controls with both hands - Safely using demolition saws, road saw, wacker plate, jack hammers, crow bars, sledge hammers, hand tamper, shovels and rakes - Walking on uneven surfaces - Disconnection of slings - Pushing and pulling loads - Traffic control including placement of signs and extended periods of standing	Walking			X	
			Standing			X	
			Sitting				X
			Lifting <10kgs			X	
			Lifting 10-20kgs		X		
			Carrying <10kgs			X	
			Carrying 10-20kgs		X		
			Pushing		X		
			Pulling		X		
			Climbing			X	
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling	X			
			Reaching				X
			Neck rotation				X
			Fine motor skills			X	
			Understand instructions				X
			Sustained concentration				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation				X
			Respond to change			X	
			Interaction with others			X	
			Walking			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Plant and equipment maintenance	The cleaning and servicing of a range of plant and equipment	- Safely entering and exiting an elevated cab of a grader, back hoe, skid steer, and truck (climbing small steps using a hand rail) - Safely operating heavy machinery - Safely operating and attaching hitch trailer - Operating high pressure water cleaners, grease gun systems, and small tools, including pneumatic tools - Often working in isolation	Walking			X	
			Standing			X	
			Sitting		X		
			Lifting <10kgs			X	
			Lifting 10-20kgs		X		
			Carrying <10kgs		X		
			Carrying 10-20kgs		X		
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching				X
			Neck rotation				X
			Fine motor skills			X	
			Understand instructions				X
			Maintain concentration				X
			Make decisions			X	
			Solve complex problems			X	
			Prioritisation				X
			Interaction with others			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Depot operations	Development and supervision of work programs, including assessment of quality of work	• Safely entering and exiting fork lift • Safely operating a forklift • Safely using brooms, shovels and rakes	Standing			X	
			Walking			X	
			Sitting			X	
			Neck rotation				X
			Fine motor skills			X	
			Maintain concentration				X
			Make decisions				X
			Solve complex problems				X
			Interaction with others		X		