



POSITION TITLE	Roadside Maintenance Trade Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Roads and Roadsides
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Roadside Maintenance Supervisor & 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

Delivers programmed and reactive roadside maintenance to agreed service standards. Supports safe, efficient operations across drainage, pathways, kerb and channel, bridges, guardrail, guide posts and signage. Operates plant and equipment competently, follows OHS requirements, and applies traffic management controls. Maintains accurate job and time records, provides courteous customer service, and communicates effectively with internal teams, contractors and the public. Contributes to emergency response as required to support community wellbeing.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Delivers programmed and reactive roadside maintenance to required service levels to keep assets safe and functional.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Operates and maintains plant and equipment safely to meet task needs and minimise downtime.
- Implements OHS requirements, SWMS and Traffic Control Plans to protect workers and the public.
- Completes job accounting (timesheets, work orders, plant hire) accurately to support cost and audit requirements.
- Communicates with team members, leaders and stakeholders to coordinate works and share information.
- Responds to customer service requests courteously and on time to maintain service quality.
- Supports cross-team operations (roads, parks and related crews) to optimise resources and outcomes.
- Assists emergency response activities, as required, to support Council operations and community safety.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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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

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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

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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

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Learning            Work together and learn from each other

                    Continuously improve and innovate

                    Be open to change

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There is a high degree of responsibility for results – Delivery without excuses

#### CAPABILITIES AND BEHAVIOURS

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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

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- Selects appropriate methods, tools and equipment from available options to meet task objectives safely.
- Quantifies resources and materials for allocated tasks and resolves moderately complex site issues.
- Assesses site safety and escalates or adapts work to ensure compliance with OHS requirements.

#### SPECIALIST KNOWLEDGE AND SKILLS

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- Applies road traffic regulations, SWMS and TCPs to field activities.
- Uses plant and hand tools competently, judges' material quantities within legal vehicle limits.
- Maintains concrete and drainage assets (stormwater, paths, kerb/channel, bridges, guardrail, guide posts, signage).
- Coordinates labour, plant, materials and contractors efficiently to minimise waste.

#### MANAGEMENT SKILLS

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- Plans and prioritises own workload to meet deadlines and service standards.
- Follows directions, seeks support when required and reports hazards, risks and non-compliance.
- Upholds integrity, hygiene, PPE and uniform standards; reports suspected fraud or corruption.

#### INTERPERSONAL SKILLS

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- Works cooperatively within teams and builds effective relationships with colleagues, contractors and the public.
- Communicates clearly in person and in writing; documents work per procedures.
- Gains cooperation to complete well-defined activities and maintains confidentiality as required.

#### INFORMATION TECHNOLOGY SKILLS

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Uses Council systems and applications appropriate to the role to record, track and complete work.

## CUSTOMER SERVICE SKILLS

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- Acts with honesty, respect and professionalism; listens to understand needs.
- Meets commitments and keeps customers informed in plain language.
- Acknowledges and rectifies errors promptly. Assists customers with disabilities to achieve equitable access to services.

## EMERGENCY MANAGEMENT DUTIES

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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

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- Certificate II in Roads Construction and Maintenance or Certificate II in Local Government (desirable)
- Demonstrated experience in roads maintenance works specifically related to roadside maintenance activities or equivalent
- Medium Ridged license (Desirable)

## LICENCES AND MANDATORY REQUIREMENTS

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- Current Driver's Licence
- OHS general induction for construction works (White, Green or Red Cards)
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Pre-employment Functional Assessment

## EQUAL OPPORTUNITY EMPLOYER

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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

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

## COGNITIVE JOB DEMANDS

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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

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1. Demonstrated experience working in roadside maintenance and operating plant
2. Experience in , and ability to conduct frequent manual work activities
3. Knowledge of relevant OHS policies, procedures and legislation and experience in applying the OHS principles in a workplace setting.
4. Ability to work as an effective and efficient member of a team, as well as successfully undertaking tasks individually.
5. Current and relevant qualifications and licences, aligned to the position description.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  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"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

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

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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Future Focus	
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<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> <li>Understands council vision and purpose and how their role fits in</li> <li>Is willing to adapt to changing processes, systems, technology and environments</li> <li>Looks for improvements and better ways of doing things</li> <li>Seeks support and clarification when required</li> </ul>
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People Development	
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<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> <li>Displays council values</li> <li>Reflects upon own performance</li> <li>Seeks and acts upon feedback</li> <li>Sets goals for personal and professional development</li> <li>Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>Takes responsibility for own work and meeting job requirements</li> </ul>
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Manage Health and Wellbeing	
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> <li>Demonstrates effective time management and prioritising of tasks</li> <li>Is aware of, controls and expresses their own emotions appropriately</li> <li>Recognises when support is needed</li> <li>Accepts responsibility for their own actions and outcomes</li> <li>Is aware of the importance of self-care</li> </ul>
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Safety and Risk Management	
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> <li>Remains vigilant in ensuring a safe working environment for self and others</li> <li>Is aware of risk and takes action to prevent problems</li> <li>Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>Understands the importance of honesty and transparency</li> <li>Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>Complies with policies and procedures</li> </ul>
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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 Trade Assistant	To assist in the delivery of services to the specified standard for the programmed work allocated to the roads maintenance team.	<ul style="list-style-type: none"> <li>Capacity to static stand for up to 3 hours at a time</li> <li>Capacity to sit for up to 4 hours at a time.</li> <li>Capacity to alternate posture frequently.</li> <li>Capacity to walk on even / uneven/ sloped surfaces repetitively</li> <li>Capacity to climb steps/stairs occasionally, for example, into/out of large machinery (using 3 points of contact)</li> <li>Capacity to climb up/down ladder on occasional basis</li> <li>Capacity to kneel and squat to ground level occasionally.</li> <li>Capacity to lift up to 25kg from ground to shoulder height and carry up to 20 metres.</li> <li>Capacity to push and pull loads up to 25 kilograms occasionally.</li> <li>Capacity to work between shoulder height and head height occasionally. Majority of work between ground and waist height.</li> <li>Adequate movement through the trunk and lower back (including flexion, lateral flexion, and rotation).</li> <li>Adequate movement through the neck (including flexion, extension, and rotation)</li> <li>Adequate hand grip, fine motor control, and dexterity including capacity to perform a power grip repetitively.</li> <li>Capacity to tolerate vibration</li> <li>Adequate level of fitness required</li> <li>Ability to work both independently and in a team.</li> <li>Ability to maintain professional relationships, for example, with co-workers, community members.</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 25kgs		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
			Sustained concentration			X	
			Major decision making	X			
			Complex Problem solving	X			
			Interaction with others				X
Supervision with others	X						
Exposure to confrontation	X						
Respond to change		X					
Prioritisation		X					