



position description

POSITION TITLE	Cleaner/Handyperson
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Gardens 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

The Cleaner/Handyperson supports the efficient delivery of Council's outdoor operations by maintaining roads, parks and public infrastructure to a high standard. The role delivers cleaning, litter control, graffiti removal, and handyperson repairs, while operating plant and equipment such as the street sweeper. It ensures a safe, clean and welcoming environment for residents, visitors and staff through effective service delivery and compliance with Council policies and safety standards.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Delivers cleaning and maintenance of roads, parks and public assets to meet scheduled service standards.
- Operates plant and equipment, including the Street Sweeper, safely and effectively.
- Maintains hard landscape assets through cleaning, painting, staining and minor repairs.
- Supports horticultural tasks such as planting, weeding, pruning and irrigation to assist the gardens team.
- Implements safe work practices, chemical handling, and traffic management in line with policies and SWMS.
- Completes records, timesheets and customer service requests accurately and on time.
- Assists with administrative tasks including scheduling, documentation and equipment selection.
- Engages respectfully with community members and colleagues, providing information and assistance as required.

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

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

- Selects appropriate methods, processes and equipment to meet objectives.
- Seeks guidance when needed while applying discretion within established practices.

SPECIALIST KNOWLEDGE AND SKILLS

- Applies knowledge of cleaning processes, graffiti removal, and safe use of chemicals.
- Operates MR vehicles and plant (e.g., street sweeper) safely and competently.
- Maintains records using IT systems and supports compliance with procedures.
- Undertakes hard landscape maintenance and minor carpentry repairs.

MANAGEMENT SKILLS

- Plans and organises own work to meet schedules and service requirements.
- Manages time and resources efficiently to deliver outcomes.

INTERPERSONAL SKILLS

- Communicates effectively with colleagues, supervisors and the public.
- Gains cooperation to resolve issues and deliver services.
- Prepares routine correspondence and simple reports as required.

INFORMATION TECHNOLOGY SKILLS

- Uses Council's IT systems to maintain records and support service delivery.
- Learns and adopts new software relevant to the role.

CUSTOMER SERVICE SKILLS

- Provides honest, courteous and professional service.
- Listens respectfully and keeps customers informed.
- Meets commitments and resolves issues promptly.
- Supports equitable access for all community members.

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 Maintenance (Cleaning Operations) (desirable)
- An equivalent combination of relevant experience and or education.
- Hard landscape maintenance, building and or carpentry experience.
- Demonstrated experiences (3 years) within the cleaning industry.
- Medium Rigid Truck Driving License (desirable)
- Experience in Street Sweeper operations or similar.
- First Aid Level 2 (desirable)
- OHS General induction for construction work (desirable)
- Traffic Control Using Stop/Slow Bar Certificate (desirable)
- Apply Traffic Control Plan (desirable)

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

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

- Certificate II or III in Asset Maintenance (Cleansing Operations) or equivalent combination of experience, education and training.
- Demonstrated experience in hard landscape maintenance, building and or carpentry experience and 3 years experience within the cleaning industry.
- Proven ability to follow instructions and work according to established processes.
- Ability to provide good customer service and ensure the quality of work outputs.

Staff member signature

People and performance framework

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

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

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

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

Future Focus	
Looks for improvements and is adaptable to change.	<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	
Welcomes opportunities for learning and self-development.	<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	
Takes responsibility for self-care and managing work-life balance.	<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	
Takes responsibility for personal actions and reports safety and compliance concerns.	<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 Cleansing / Handyperson	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 climb up/down ladder on rare occasions. 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 carry 10kg on back for up to 2 hours (i.e. back pack blowers) Capacity to push / pull up to 40kg up to 20 metres, for example loaded wheelbarrow. 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. 	Sitting Standing Walking Lifting < 20kgs Carrying < 15kgs Pushing Pulling Climbing Bending Twisting Squatting Kneeling Reaching Fine motor Neck postures Accepting instructions Providing instructions Sustained concentration Decision making Problem solving Supervision of others Interaction with others Exposure to confrontation Respond to change Prioritisation	X X			

	<ul style="list-style-type: none">• 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.• 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			
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