



POSITION TITLE	Roadside Maintenance Trade Assistance
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 3
DIRECTORATE	Roads and Roadsides
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Roadside Maintenance Supervisor & Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	
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 and reactive works allocated to the roadside maintenance team.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This position is accountable to the Roadside Maintenance Coordinator for:

- The successful completion of the duties listed within the position description.
- Work performance in following practices that produce safe work methods and outcomes including, but not limited to, the safe operations of plant equipment and the implementation of OHS policies and procedures.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- 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.
- Completing job accounting tasks associated with plant hire, timesheets and work orders.

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.
- Assist in the development and implementation of Safe Work Method Statements (SWMS) for all maintenance tasks associated with the deal roads maintenance team.
- Assist in the selection, development and implementation of Traffic Control Plans (TCP's) for all maintenance tasks associated with the roadside infrastructure 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.

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.
- Liaise with other council departments, contractors, external customers, general public, employment providers, local businesses, utility providers, suppliers in relation to roadside maintenance related tasks.

Maintenance Activities

- Assist with the delivery of all maintenance activities that relate to the role including, but not limited to, stormwater drainage, pathways, kerb and channel, bridges, guardrail, guide posts and signage infrastructure.

Plant and Equipment

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

Emergency Management

- As part of the duties associated with this position, the incumbent is expected, within reason, to assist the City of Wodonga in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.

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
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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 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

- Ability to 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, and resolve problems of a moderately complex or technical nature that may have not been faced previously, requiring creativity and originality.
- Ability to quantify the levels of resources and materials required to undertake allocated tasks.

SPECIALIST KNOWLEDGE AND SKILLS

- Relevant mechanical and technical skills enabling the safe and competent use of each item of plant.
- Sound knowledge of road traffic regulations.
- The ability to efficiently and effectively use, quantify and coordinate resources (labour, plant, materials, contractors) and minimize waste.

- The ability to judge the quantity of materials/resources, making up the load in a vehicle that is appropriate to the legal carrying weight of the vehicle.
- Sound knowledge and understanding of the principles and practices required to maintain concrete and drainage infrastructure assets including stormwater drainage, pathways, kerb and channel, bridges, guardrail, guide posts and signage infrastructure.
- The ability to judge the safety of delegated projects and worksites and act accordingly to ensure compliance with OH&S policies and regulations.

MANAGEMENT SKILLS

- Basic skills in managing own time and planning and organizing work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- 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.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Knowledge of personnel practices applicable to the employees being supervised and the work being performed.
- Understand risk, compliance and quality assurance and report issues that do not meet organisational and legal requirements.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team, with the ability to gain cooperation from others
- Maintain confidentiality as required.
- Document work and work instructions according to established practices.
- Develop effective working relationships and communicate effectively with other employees and external stakeholders including clients and members of the public.
- General verbal communication skills with clients, members of the public, and other employees.
- General written communication skills with clients, members of the public, and other employees.
- Ability to gain cooperation and assistance from the public and other employees in the performance of well-defined activities.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position including the ability to use council's applications and systems to carry out the requirements of the role.

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 in Roads Construction and Maintenance or Certificate II in Local Government (Operational Works)
- Demonstrated experience in roads maintenance works specifically related to roadside maintenance activities or equivalent

LICENCES AND MANDATORY REQUIREMENTS

- 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

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. 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.

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	
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

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 Plant Operator	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"> Capacity to static stand for up to 3 hours at a time Capacity to sit for up to 4 hours at a time. Capacity to alternate posture frequently. Capacity to walk on even / uneven/ sloped surfaces repetitively Capacity to climb steps/stairs occasionally, for example, into/out of large machinery (using 3 points of contact) Capacity to climb up/down ladder on occasional basis Capacity to kneel and squat to ground level occasionally. Capacity to lift up to 25kg from ground to shoulder height and carry up to 20 metres. Capacity to push and pull loads up to 25 kilograms occasionally. Capacity to work between shoulder height and head height occasionally. Majority of work between ground and waist height. 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, fine motor control, and dexterity including capacity to perform a power grip repetitively. Capacity to tolerate vibration Adequate level of fitness required Ability to work both independently and in a team. Ability to maintain professional relationships, for example, with co-workers, community members. 	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		