



City of
Norwood
Payneham
& St Peters

TEAM MEMBER, CIVIL MAINTENANCE

POSITION & PERSON DESCRIPTION

October 2022

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation aligns with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT: Urban Services

UNIT: City Services

SECTION: Civil Maintenance

ORGANISATIONAL RELATIONSHIP: The position reports to a Leading Worker, Civil Maintenance, which may vary from time to time.

The position is also expected to work in collaboration with other Team Members, Apprentices and Temporary (Agency) Staff.

DIRECT REPORTS: Nil

AWARD & CLASSIFICATION: *Local Government Employees Award
City of Norwood Payneham & St Peters' Local Government
Employees Enterprise Agreement*

Municipal Employee, Grade 4 - 5
(As classified under the Local Government Employees Award)



OVERVIEW

Working within a small multi-skilled team, the Team Member, Civil Maintenance undertakes a wide range of tasks associated with the maintenance of the City's roads, footpaths and drainage infrastructure.

Typical tasks undertaken by each team include pothole patching, road pavement repairs, kerb and watertable reconstruction, footpath paving, sign installations and collection of illegally dumped hard refuse. The role involves working with bitumen, asphalt, concrete, paving blocks and associated materials.

Typical machinery required to be used in the execution of works includes vibrating plates, rammers, concrete cutters, truck mounted cranes and borers. Tools include various hand tools and other items such as concrete floats, screeds, shovels, pole straighteners and brooms.

The Team Member, Civil Maintenance works closely with a Leading Worker, Civil Maintenance in the planning of work and work onsite, with minimal supervision, to resolve civil maintenance matters.

The Team Member, Civil Maintenance also undertaken work zone traffic management, Dial Before You Dig requirements and customer service responses as part of the practices at each work site.

While each team is assigned a work zone, a City-wide approach is taken to getting things done. The Team Member, Civil Maintenance therefore also works co-operatively with all members of the outdoor workforce and may be reassigned between teams from time to time.

The Team Member, Civil Maintenance will also work closely with Leading Workers and higher levels of management in determining work plans, goals and targets which will deliver the various organisational plans, strategies and corporate directions.

Staff also have a responsibly to contribute to a constructive working environment and effective team and may contribute to continuous improvement, personal development and training and team work principles.

From time-to-time the Team Member, Civil Maintenance may be required to use self-initiative, work in isolation or undertake work out of core hours.



ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.



POSITION OBJECTIVES

- To undertake various tasks involved in the maintenance of the City's roads, footpaths, drainage, street signage and furniture infrastructure and associated items.
- To undertake various tasks involved in minor civil construction activities, such as the construction of, pram ramp installations and footbridge repairs.
- To undertake various tasks associated with the amenity and cleanliness of community facilities and community areas.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Execution of works
 2. Reporting on works
 3. Team Work, Service & Continuous Improvement
- *Organisational Responsibility*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values



OPERATIONAL RESPONSIBILITIES
Key Responsibilities & Key Tasks

1. Execution of works

- Undertake all necessary activities associated with minor civil construction works and the maintenance of the City's roads, footpaths and drainage, street signage and furniture infrastructure and associated items.

Activities include, but are not limited to:

- digging out of material and preparing bases in preparation for concreting, paving or asphalt works;
- preparing and placing forms for concreting, paving and asphalt works;
- placing, screeding and finishing concrete;
- placing, working and compacting hotmix and coldmix asphalt;
- paving works, base preparation laying and re-laying;
- removing and installing road and street signs;
- repairing and installing street furniture (eg: benches); and
- setting out work zone traffic management signs and devices.

- Undertake all necessary activities associated with the safety and amenity of the City's roads, footpaths and drainage, street signage and furniture infrastructure and associated items. Activities include, but are not limited to:
 - removing illegally dumped hard refuse;
 - removing dead animals;
 - cleaning up minor spills and road accident debris;
 - removing obstructions to roads and footpaths; and
 - Installing public litter bins.
- Utilise appropriate plant, machinery and tools in the execution of works, but only when competent to do so, and with any necessary licence.

Performance Indicators

- Minor construction and maintenance works are completed to accepted industry standard, in a timely and accurate manner, in conjunction with *Customer Request Management (CRM)* system timelines.
- Street furniture, signs, litter bins and other items are installed accurately and in a timely manner in conjunction with CRM system timelines.
- High level of amenity is maintained in community facilities and community areas.
- Proper work zone traffic management signs and devices are installed at all work sites where traffic management is required.
- Plant, machinery and tools are maintained in good condition and are used in accordance with operational procedures.
- Daily plant and equipment and vehicle checks are completed and recorded in a timely and efficient manner.

2. Reporting on works

- Maintain data and records associated with the assigned responsibilities in compliance with the *State Records Act 2012* and the Council's expectations, including records such as records of minor purchases made (eg: submission of dockets), traffic control devices installation and WHS reporting.

Performance Indicators

- Dockets and receipts are submitted in a timely manner.
- Records of all regulatory traffic control devices used in the execution of works are kept.
- Work site Risk assessments and plant checks are undertaken in accordance with adopted standards.
- All other records are kept in an accurate and timely manner.

3. Team Work, Service & Continuous Improvement

- Contribute to the effective functioning of the City Service Unit through;
 - observing and practicing *Our Values*, the Councils *Behavioural Standard Policy* and the *Code of Conduct for Local Government Employees*;
 - sharing and communicating relevant information amongst the staff in the Department and between the Unit and other Units within the organisation; and
 - participating in team meetings, continuous improvement opportunities, the EMPOWER Review process and business and action planning.
- Understand the expectations and needs of the customers of the City Services Unit and provide a responsive service aligned with the *Organisational Values*.
- Identify areas for Service Delivery improvement across the range of services in line with identified customer feedback and organisational needs.
- Participate in the establishment and reporting of key performance indicators (KPI's) and targets for all services within the area of performance.
- In conjunction with the Works Coordinator, Civil Maintenance, contribute to process improvement initiatives.

Performance Indicators

- Service offered is relevant, accurate, bespoke, effective and efficient.
- KPI's are established and delivered.



ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the Accident / Incident Report Form (WHS-02680).



3. WORK HEALTH & SAFETY and INJURY MANAGEMENT
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- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values at all times.



PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- Car Licence & MR truck licence (essential)
- Work zone traffic management certificate (desirable)
- Trade certificate in a field relevant to the position (desirable)
- Plant competencies including, skid steer loader (LS), front end loader (LL), backhoe (LB), forklift (LF) (desirable)

KNOWLEDGE

- High level of knowledge of best practice in civil works
- General knowledge of the principles and responsibilities in Work Health and Safety
- Sound knowledge of good service principles
- Sound knowledge of best practices relating to traffic management at work zones is desirable

SKILLS

- Skills in all of minor concrete, bitumen and block paving repair, minor construction, stormwater drainage maintenance and installation of signs and street furniture (desirable)
- Time management and organisational skills
- Communication and interpersonal skills in order to communicate effectively with a diverse range of people
- Good level of numeracy and literacy

EXPERIENCE

- Proven experience in practical civil works, involving or relating to the construction or maintenance of roads, footpaths and drainage (desirable)
- Experience in the operation of plant, machinery and tools (desirable)
- Experience working in a team environment

PERSONAL ATTRIBUTES

- Can work well with others and alone
- A commitment to achieving best practice processes
- Demonstrate initiative and self-motivation whilst working under minimal supervision
- Good work ethics including the ability to take direction from the Leading Worker and other relevant staff members
- Ability to develop new technical skills and embrace new technology and techniques
- Commitment to provide a high level of service quality
- Willingness to be innovative and flexible
- Ability to work well with staff with a range of skill levels, including apprentices

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DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- Australian Criminal History (Police) Clearance with no adverse findings.
- *Department of Human Services Working With Children* Clearance.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - SunSmart (UVR) (induction and annual awareness)
 - Personal Protective Equipment Awareness (induction and every five (5) years)
 - Hazardous Chemicals Awareness (induction and every five (5) years)
 - Electrical Safety Awareness (induction and every five (5) years)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Heat Stress Awareness (every three (3) years)
 - Working with Wildlife (every three (3) years)
 - Confined Spaces Awareness (every five (5) years)
 - Asbestos Containing Material Awareness (every five (5) years)
 - Hazardous Manual Tasks Awareness (induction and every three (3) years)
 - Slings & Crane Awareness (every five (5) years)
 - Load Shifting Equipment (LL, LB & LS) (every five (5) years)
 - High Risk Work Licence (every five (5) years)
 - Fatigue (every five (5) years)
 - Work Zone Traffic Management (every three (3) years)
 - Medium Rigid (MR) Licence (every ten (10) years)
 - *i-Responda* Basics (every five (5) years)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Some work outside of normal hours may be required.

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DATE POSITION REVIEWED: May 2022

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Team Member, Civil Maintenance.

APPROVED BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Team Member, Civil Maintenance has been read and agreed to by

TEAM MEMBER, CIVIL MAINTENANCE

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
One Council working together We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> • I will collaborate to get better outcomes • I will deliver in a mutually agreed timeframe • I will reflect on how my actions contribute to the whole experience 	<ul style="list-style-type: none"> • Understanding of Systems Thinking and the impact of your actions and decisions • Role clarity and understanding your role and the role of others
Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> • I will put myself in the customer's shoes which will guide my actions • I will be courageous to give the customer the best experience I can • I will follow up and follow through 	<ul style="list-style-type: none"> • Ability to be courageous in addressing customers' needs and trying new solutions • Emotional intelligence • Ability to follow up the service through the system • Active listening skills
Bring my best We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> • I will be professional and positive • I will ask for feedback and reflect on my service to improve • I will practice self-regulation, self-care and know when to ask for help 	<ul style="list-style-type: none"> • Skilled in giving and receiving constructive feedback • A commitment to stay up to date in technical skills and knowledge • Employs strategies to maintain personal and professional resilience
Be adaptable We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> • I will ask enough questions to understand what service is needed • I will adjust my approach to suit the situation • I will be proactive, consider alternatives and creative solutions 	<ul style="list-style-type: none"> • Skilled in being agile and adaptable • Ability to look for alternatives for best outcomes
Keep it simple We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> • I will use language that is easy to understand • I will actively listen and stay focused on the situation at hand • I will offer relevant answers and solutions 	<ul style="list-style-type: none"> • Ability to communicate well and use positive and constructive language



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