

## Team Leader - Amenities

<b>Team</b>	<b>Cleansing</b>
<b>Division Section</b>	<b>City Services &amp; Assets (CSA) Division Roads &amp; Traffic Section Operations Infrastructure</b>
<b>Location</b>	<b>Five Dock Depot</b>
<b>Classification / Grade / Band</b>	<b>6</b>
<b>Position Code</b>	<b>CB0498</b>
<b>Date Position Description Approved</b>	<b>June 2023</b>

### Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

### Primary purpose of the position

- Coordinate the planned work of the Amenities Team cleaning; BBQ's, dressing shed and surrounds and public amenities
- Organise reactive cleaning work when required
- Provide leadership and coordination of the Amenities Team

### Key accountabilities

#### Technical/Operational

- Work with the Coordinator – Cleansing to ensure that planned work is delivered in an efficient and effective manner
- Ensure planned work for the team is completed according to plan and to the required standard.
- Carry out general cleaning work within Council's BBQ area, dressing sheds and surrounds, toilet and shower blocks and wharves as described by standard operating procedures
- Operate minor plant associated with cleaning activities including blowers and high pressure cleaners
- Undertake a variety of tasks which include manual handling, the use of hand tools, equipment and chemicals
- Ensure that appropriate levels of consumables are retained for the work performed by the team, including that each vehicle has the required level of stock for each work shift
- Erect signage and temporary barricades as directed
- Assist with the collection and disposal of materials collected, including biohazard material
- Carry out routine inspections of facilities and report maintenance required if not able to complete
- Ensure the responsible operation of minor plant and in accordance with standard operating procedures and Safe work Method Statements

- Carry out additional duties that are within the limits of skill, competence and training
- Update corporate systems with work completed and responding to basic customer requests

### **Management & Leadership**

- Coordinate the delivery of planned and reactive cleaning work
- Ensure the efficient and effective use of resources provided for allocated work
- Act in the position of Coordinator - Cleansing as required
- Manage and monitor the performance of staff, ensuring that staff are encouraged and mentored to develop their skills
- Conduct toolbox talks with the team and record discussions
- Provide on the job training and development of staff
- Identify and progress opportunities for process improvement that will improve customer service, reduce waste, improve efficiency and effectiveness or reduce the time to complete a process

### **Communication, Consultation & Engagement**

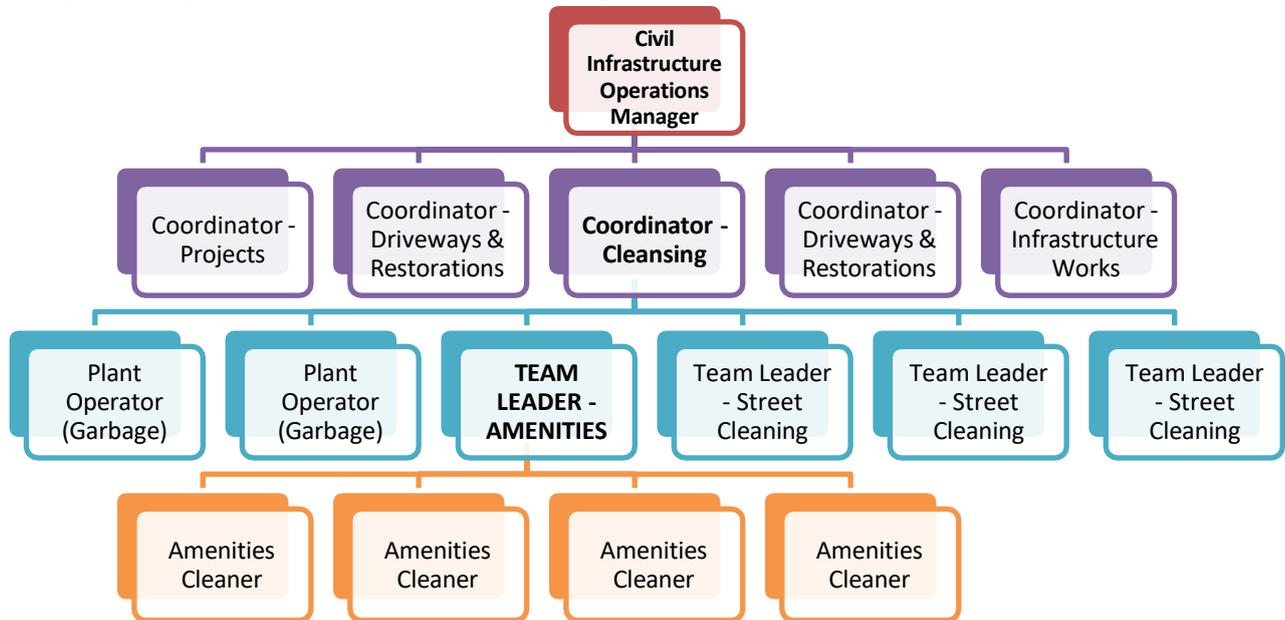
- Provide courteous, efficient and timely customer service to internal and external customers.
- Maintain effective and courteous communication with staff and other teams.
- Support and promote team work through cooperation, communication, information and resource sharing.
- Understand and communicate instructions, complete basic work records and be able to clearly and positively communicate with supervisors, team members and the general public.
- Ensure that all Council policies, initiatives and practices relating to customer service are adhered to in the work environment.

### **General**

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule
- Carry out additional tasks within your skills set as assigned by your Supervisor
- Collaborate and communicate with Divisional staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary
- Identify process improvement opportunities to reduce waste, increase efficiency, improve customer service or reduce processing time
- Carry out additional tasks within your skills set as assigned by your Supervisor

## Position/Department Structure

This position reports to the Coordinator – Cleansing.



## Essential Knowledge, Skills and Experience (Essential Criteria)

- Current C Class Drivers License
- WorkCover accredited Construction Induction (White) Card
- Significant experience in the cleaning industry, with a preference to the cleaning of public infrastructure
- Basic computer skills, especially the use of mobile devices to support field work
- Ability to perform manual labour and an interest in working outdoors
- Sound communication and customer service skills
- Ability to maintain accurate records, undertake basic calculations and complete basic forms
- Willingness to start early and work to a rotational roster which may include duties in different areas of Council, consistent with skills and experience
- Significant experience in the leadership of a small team
- Demonstrate ability to communicate with customers using excellent customer service skills

## Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Experience in Local Government or an organization of similar complexity
- Current chemical users certificate
- Current first aid certificate
- Current MR Class Drivers License

# Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Work, Health & Safety Responsibilities

### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

### 1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.2.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.2.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.2.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.2.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.2.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- 1.2.8. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.9. Including safety training and equipment in budgets.
- 1.2.10. Ensuring the staff under your area of responsibility hold and maintain all tickets, licenses, operative training etc. required for their job by legislation or through the organization's policy/procedures, and ensure a record of certification is maintained.
- 1.2.11. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.12. Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- 1.2.13. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.14. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.15. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.16. Advising managers of any person who is not engaging or complying with safe work practices or the organization's policies and procedures.
- 1.2.17. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.18. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.19. Ensuring workers are supervised by a competent person.
- 1.2.20. Ensuring amenities are maintained in a safe and healthy condition at all times.

### **1.3. Manager**

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- 1.3.1. Advising the Executive of WHS issues.
- 1.3.2. Organize prompt provision of first aid or medical attention for injured workers when required.
- 1.3.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.3.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.3.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.3.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.3.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- 1.3.8. Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- 1.3.9. The inclusion of health and safety requirements, including safety training and equipment in budgets.
- 1.3.10. Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- 1.3.11. Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- 1.3.12. Performing on the job inspections to ensure compliance with working procedures for safe working practices.

- 1.3.13. Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- 1.3.14. Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- 1.3.15. Effective procedures are in place, and are implemented, to identify hazards.
- 1.3.16. All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBUs undertaking the work activity.
- 1.3.17. Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- 1.3.18. Appropriate amenities are available for all workers and PCBUs whilst they are in the workplace.
- 1.3.19. That documents used in relation to the WHS Risk Management System are retained in a secure environment.

## 2. Workplace Behaviour Standards and Expectations

### 2.1. Employees' Responsibilities

- 2.1.1. In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- 2.1.2. Embracing diversity and supporting inclusive workplaces
- 2.1.3. Recognising different styles and perspectives
- 2.1.4. Contributing to open communication and information sharing
- 2.1.5. Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

### 2.2. Managers' Responsibilities

- 2.2.1. In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- 2.2.2. Not diminishing or seeking to excuse reported instances of harassment or bullying
- 2.2.3. Providing constructive, regular, reasonable performance guidance
- 2.2.4. Embracing diversity and supporting an inclusive workplace
- 2.2.5. Recognising and appreciating different working styles and perspectives
- 2.2.6. Allocating duties fairly, setting clear expectations and realistic deadlines
- 2.2.7. Monitoring potential for and acting promptly on, bullying or harassing behaviour

## 3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## 4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

## 5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 8. Organisation Values

### 8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

### 8.2. Fun

We choose to create a great place to work.

### 8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

### 8.4. Teamwork

We treat each other the way we would like to be treated.

### 8.5. Respect

We work together collaboratively, and in support of each other.

## 9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Initialed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b> Understands what needs to be done and steps up to do it	Intermediate
	<b>Display Resilience and Adaptability</b> Stays calm and focused in difficult situations	Intermediate
	<b>Act with Integrity</b> Takes steps to clarify ethical issues and seeks advice when unsure what to do	<b>Intermediate</b>
	<b>Demonstrate Accountability</b> Is vigilant about the use of safe work practices by self and others	Intermediate
 <b>Relationships</b>	<b>Communicate and Engage</b> Focuses on key points and communicates in 'Plain English'	Intermediate
	<b>Community and Customer Focus</b> Puts the customer and community at the heart of work activities	<b>Intermediate</b>
	<b>Work Collaboratively</b> Offers to help colleagues and takes on additional tasks when workloads are high	<b>Foundational</b>
	<b>Influence and Negotiate</b> Helps find solutions to problems he/she raises	Foundational
 <b>Results</b>	<b>Plan and Prioritise</b> Helps plan and allocate work tasks in line with team/project objectives	<b>Intermediate</b>
	<b>Think and Solve Problems</b> Refers complex issues and problems to a manager/supervisor	<b>Foundational</b>
	<b>Create and Innovate</b> Suggests improvements to the way work is done	Foundational
 <b>Resources</b>	<b>Deliver Results</b> Takes the initiative to progress own and team work tasks	Intermediate
	<b>Finance</b> Shows respect for the value of public money	Foundational
	<b>Assets and Tools</b> Uses core work tools and equipment effectively	<b>Foundational</b>
	<b>Technology and Information</b> Uses technology appropriately, in line with acceptable use policies	Foundational
	<b>Procurement and Contracts</b> Complies with basic ordering, receipting and payment processes	Foundational

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

## Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Maintains confidentiality of customer and organisational information.</li> <li>• Is open, honest, and consistent in words and behaviour.</li> <li>• Takes steps to clarify ethical issues and seeks advice when unsure what to do.</li> <li>• Helps others to understand their obligations to follow the code of conduct, legislation, and policies.</li> <li>• Recognises and reports inappropriate behaviour misconduct and perceived conflicts of interest.</li> </ul>
<b>Relationships</b> Community & Customer Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs.</li> <li>• Demonstrates a thorough knowledge of services provided.</li> <li>• Puts the customer and community at the heart of work activities.</li> <li>• Takes responsibility for resolving customer issues and needs.</li> </ul>
<b>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>• Keeps team and supervisor informed of what he/she is working on.</li> <li>• Shares knowledge and information with team members and other staff.</li> <li>• Offers to help colleagues and takes on additional tasks when workloads are high.</li> <li>• Is aware of the wellbeing of coworkers and provides support as appropriate.</li> <li>• Is open to input from people with different experiences, perspectives, and beliefs.</li> </ul>
<b>Results</b> Plan & Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting.</li> <li>• Helps plan and allocate work tasks in line with team/project objectives.</li> <li>• Checks progress against schedules.</li> <li>• Identifies and escalates issues impacting on ability to meet schedules.</li> <li>• Provides feedback to inform future planning and work schedules.</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Finds and checks information needed to complete own work tasks.</li> <li>• Breaks down information and issues into component parts.</li> <li>• Thinks through the options available and checks his/her suggested approach.</li> <li>• Refers complex issues and problems to a manager/supervisor.</li> </ul>

## SCHEDULE OF OPERATIONAL RESPONSIBILITIES

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- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
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- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

## 2. Workplace Behaviour Standards and Expectations

### 2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

### 2.2. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## 4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

## 5. Designated Person Classification

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## 6. Code of Conduct Obligations

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## 7. Delegations

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## 8. Organisation Values

Value	Value Statements
<b>We act with integrity</b>	<ul style="list-style-type: none"> <li>We are accountable to ourselves and our community.</li> <li>We are honest, fair and ethical in all we do.</li> <li>We are clear and transparent in our actions.</li> <li>We do what we say we will.</li> </ul>
<b>We empower our people</b>	<ul style="list-style-type: none"> <li>We invest in our people and build leaders.</li> <li>We encourage our people to be decision makers and to take action.</li> <li>We take ownership of our actions.</li> <li>We are approachable and lead by example.</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>We listen to each other with an open mind.</li> <li>We build relationships on mutual respect.</li> <li>We are open, honest and constructive in our communication.</li> <li>We are inclusive and embrace diversity.</li> <li>We will respond to our community in a timely and responsible manner.</li> </ul>
<b>We work together</b>	<ul style="list-style-type: none"> <li>We care about each other and about our community.</li> <li>We are committed to building and maintaining a safe environment for our people.</li> <li>We support our people to perform at their best and celebrate achievements.</li> <li>We collaborate to get the best out of each other.</li> <li>We work with our community to build a better future.</li> </ul>
<b>We innovate</b>	<ul style="list-style-type: none"> <li>We encourage and value ideas that will improve services for our community.</li> <li>We are creative problem solvers and are committed to creative thinking.</li> <li>We will be better tomorrow than we are today, building on past success.</li> <li>We continuously improve and challenge ourselves to deliver better outcomes.</li> </ul>