

Coordinator – Cleansing Operations

Team	Cleansing Operations
Division Section	City Services & Assets (CSA) Division Roads & Traffic Section
Location	Five Dock Depot
Classification / Grade / Band	CO3
Approved Status	Full time, 38 hours / week
Position Code	CB0032
Date Position Description Approved	October 2020, Reviewed on March 2024

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

- To provide leadership to the Cleansing Operations Team in the provision of services.
- To develop, coordinate, implement, and evaluate a range of ongoing programs to clean infrastructure and ensure that it is presented in accordance with Council’s Service Level Agreements (SLA), policies and guidelines. The programs include;
 - Toilet and amenities cleaning for all parks.
 - Cleaning and servicing of BBQ’s in parks.
 - Public place garbage bin emptying, street bins and park bins.
 - Litter removal from commercial centres and high pedestrian environments.
 - Rubbish and illegal dumping removal.
 - Street sweeping for leaves and litter.
- To coordinate the operation of the Community Recycling Centre and provide reports to the Sustainability Team as required.
- Respond to requests for the community within established guidelines and resolve complaints raised by the community.
- Resolve complaints relating to staff, services provided or resources used / needed.
- Engage and supervise contractors as necessary to complete work required within delegations.
- To ensure the resources are allocated efficiently and effectively to achieve the required quality of work, monitor the effectiveness of programs and recommend changes when necessary.
- Monitor and manage the budget allocation for the Cleansing Operations Team and report on performance against budget at least quarterly.

Key accountabilities

Technical/Operational

- Develop, coordinate, implement, and evaluate a range of ongoing programs to clean infrastructure and ensure that it is presented in accordance with Council's Service Level Agreements (SLA), policies and guidelines. The programs include;
 - Toilet and amenities cleaning for all parks.
 - Cleaning and servicing of BBQ's in parks.
 - Public place garbage bin emptying, street bins and park bins.
 - Litter removal from commercial centres and high pedestrian environments.
 - Rubbish and illegal dumping removal.
 - Street sweeping for leaves and litter.
 - Footpath sweeping for leaves and litter
- Ensure that the Community Recycling Centre is operating efficiently, effectively and providing a high level of customer service. Provide performance reports as necessary to the Sustainability Team.
- Issue reactive work to the team for completion with the required timeframe as defined in service standards.
- Respond to customers with regard to requests made relating to services provided.
- Provide technical and operational advice on issues relating to the provision of cleansing operations and the team.
- Engage and manage contractors for the provision of services with the guidelines established for procurement.
- Ensure that traffic control plans are prepared and implemented for each work site.
- Prepare and review safe work method statements (SWMS) for work performed by the team and ensure that the team is aware of the procedures and competent in performing them.
- Regularly review work procedures and performance to identify opportunities for improvement in quality of outcome, efficiency, cost, or customer satisfaction.

Financial

- Establish and manage a budget that supports Council's strategic and corporate directions.
- Monitor and manage expenditure and revenue against the established budget and forecast trends. Performance against budget must be regularly reported, at least quarterly.

Management & Leadership

- Manage a large team of staff with a diverse range of skills and backgrounds.
- Motivate the team to achieve the goals established in Council's Delivery Plan.
- Oversee work performed to ensure that it completed to the required standard.
- Provide guidance and support to the team in the completion of assigned work tasks.
- Ensure all plant and equipment is kept in good working orders and advise the Workshop of any defect, repairs or replacements required.
- Ensure staff operate plant and vehicles in a safe and competent manner at all times, within road traffic laws and safe work method statements.
- Manage the development of team goals and priorities, and the enhancement and management of team performance, including developing and maintaining team harmony.
- Identify, manage and minimise risks associated with the provision of services.

Communication, Consultation & Engagement

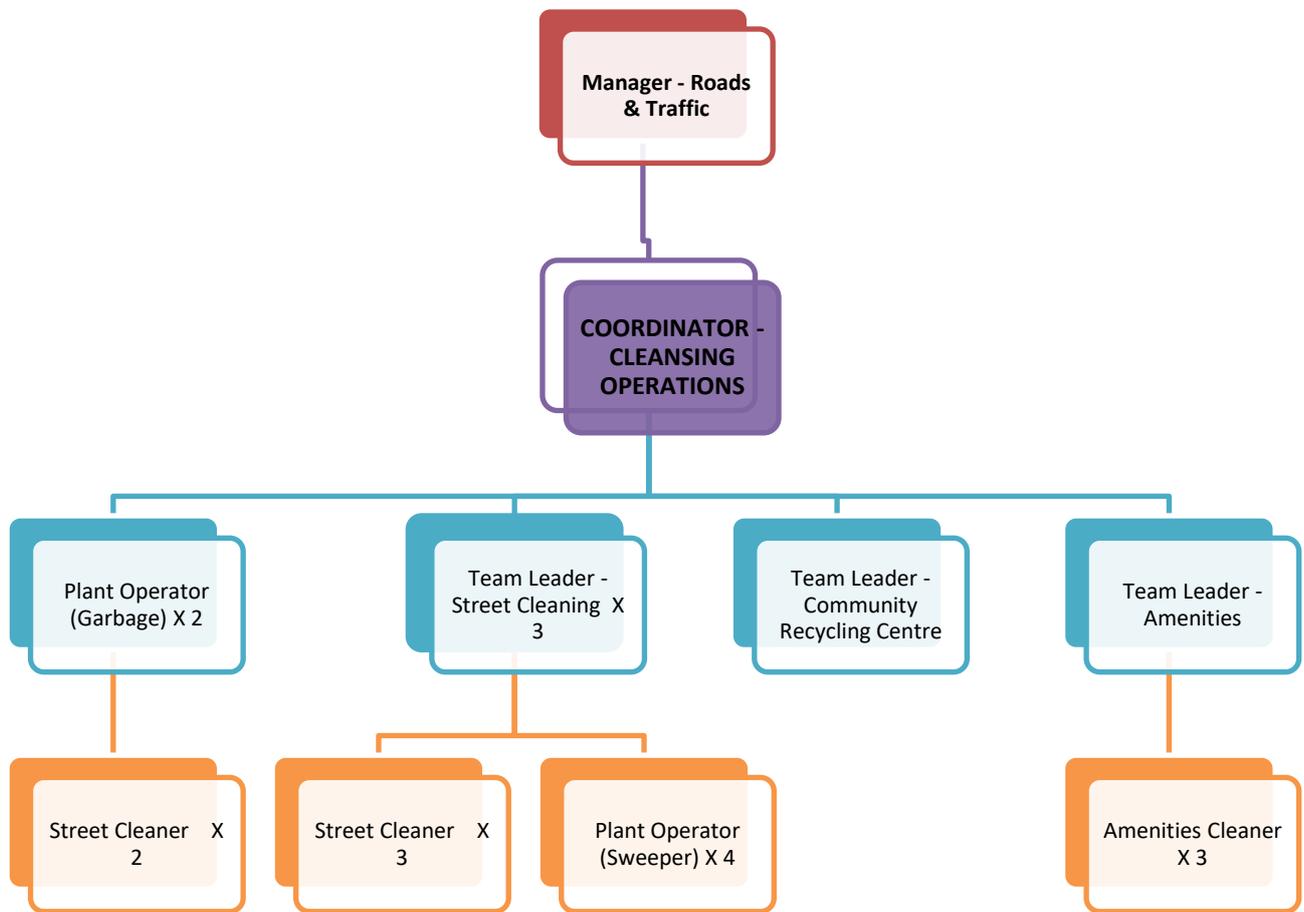
- Provide effective customer service by accurately identifying needs and taking action that satisfies and presents a positive image of the Team and Council.
- Actively support and promote teamwork through cooperation, communication, sharing information, provision of accurate advice and maintenance of effective communication between staff across the Council.
- Maintain an effective working relationship with contractors, local businesses, government agencies and the community; working towards mutually beneficial resolution of issues which may arise from time to time.
- Where appropriate advise the public of proposed works that are likely to cause an inconvenience to them and ensure that any matters are responded to courteously and effectively.

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 Manager – Roads & Traffic.



Essential Knowledge, Skills and Experience (Essential Criteria)

- Extensive experience in the same or similar role.
- Certificate IV in Frontline Management or equivalent.
- Significant demonstrable experience in management of staff, contractors and budget management.
- Current OH&S Induction Training for Construction Industry Workers (White card).
- Traffic Control Certificate - Orange, with an understanding of the Blue and Red Certificates.
- Ability to innovate and make improvements in the work environment, including commitment to continually improve cleansing knowledge.
- Demonstrated excellent customer service skills with highly developed written and oral communication skills.
- Current "C" Class Driver's Licence.

Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Experience in Local Government or an organization of similar complexity.
- Diploma in Frontline Management or equivalent.

- Current First Aid certificate.
- Current “MR” Class Driver’s Licence.

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: _____
Manager/Supervisor

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, licences, operative training etc. required for their job by legislation or through the organisation'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 organisation'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. Organise 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

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.

9. Acknowledgement

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

Initialed: _____ Date: _____
Appointed employee

Initialed: _____ Date: _____
Supervisor/Manager

Initialed: _____ Date: _____
Director