

# After Hours Duty Officer – Cleary’s Gates

## Role purpose

The Duty Officer acts as the Council’s after hour’s representative and is responsible to respond to afterhours requests for a number of issues including security, maintenance, fallen trees on Council property, vehicle crashes, emergency responses and other Council infrastructure requires.

## Role overview

<b>EA and Classification</b>	Hobart City Council Enterprise Agreement 2021 Municipal Officer Level 3D
<b>Position Description Number</b>	9321
<b>Number of direct reports</b>	2
<b>Responsible for total staff</b>	2
<b>Delegations and Authority</b>	None
<b>Budget level</b>	Nil
<b>Division, Unit, Team</b>	City Enablers, City infrastructure
<b>Immediate Manager</b>	Manager City Infrastructure (9608)



## Role accountabilities Key result areas

### Corporate

- Be available to act as the Duty Officer after hours for seven continuous days on a roster typically every 6 to 7 weeks.
- Preparation of written reports on matters related to the afterhours emergency call out services.
- In consultation with the Manager City Infrastructure be primarily responsible and accountable for the deployment of human, plant and other resources associated with an after-hours' emergency call out service.
- Coordinating responses to community enquires and complaints associated with the after-hours emergency call out services.
- Preparation of WHS documentation including SWMS and SOPs, and ensure works occur in accordance with the documentation and safe working practices.
- Assign duties to After Hours Duty staff that suit their qualifications and experience.
- Liaise with other authorities/agencies relating to after-hours emergency calls.

### Leadership

- Lead two After Hours Duty staff and ensure they undertake their duties safely and in accordance with community expectations.

### Professional advice

- Identify events that require escalation and advise the Manager City Infrastructure within the necessary timeframe.
- Advise relevant managers and other staff of matters that have arisen out of hours that require their attention the following business day.



### Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- To implement the Council's WHS Management System, to ensure that the work for which you are responsible is carried out in accordance with this System and the WHS legislation and to provide appropriate WHS information, instruction, training and supervision to workers for whom you are accountable.

**NOTE:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.



## Qualifications and licences

### Essential

- Registration to Work with Vulnerable People
- Current Certificate in Control Traffic with a Stop/Slow Bat, Implement Traffic Management Plan.
- Current Driver Licence.
- White Card

### Desirable

- Competencies: Operation of Hook Truck, Block Truck, Chainsaw, Grit Spreader and Hand-Held Blower
- Medium Rigid Driver Licence

## Selection criteria

### Knowledge and experience

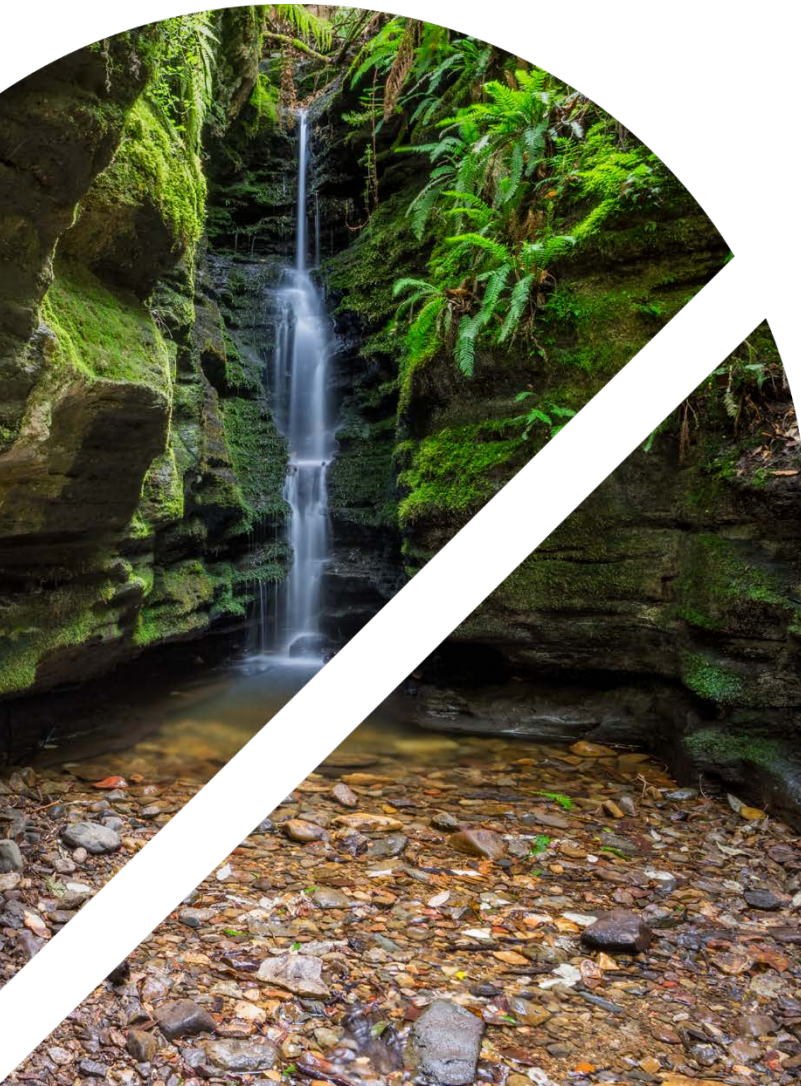
1. Knowledge of WHS requirements for construction and plant related activities.
2. Experience in preparing and implementing SWMS and SOPs.
3. Experience and ability to carry out maintenance and repairs on a range of council infrastructure.
4. Extensive knowledge of relevant personnel within the City.

### Skills and competencies

5. The ability to communicate and work effectively with a range of internal and external customers.
6. Ability to attend the Cleary's Gates Depot within 30 minutes after receiving a request to attend work.

## Behavioural competencies

7. Actively demonstrates the expected behaviours described in the Behavioural Competency Framework.



## Behavioural Competency Framework

### Our Values

#### People

**Care about people – our community, customers and colleagues.**

- Considers people in all things we do.
- Values individual differences and diversity.
- Guides, mentors and develops people.
- Tailors communication to specific audiences.
- Actively listens to others and encourages feedback.
- Communicate with others respectfully.

#### Teamwork

**We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.**

- Supports equal and fair treatment for all.
- Is seen as a team player and finds common ground in a respectful way.
- Seeks and provides feedback to improve working relationships.
- Actively looks for opportunities to share knowledge and utilise strengths.
- Works cooperatively to achieve shared objectives.
- Recognises others for their contributions and accomplishments.
- Gains and demonstrates trust and support for others through actions.

#### Focus and Direction

**Have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.**

- Has a clear and specific understanding of what needs to be achieved.
- Actively participates in planning and provides feedback.
- Considers sustainable options.



## Behavioural Competency Framework

### Our Values

#### Creativity and Innovation

**Embrace new approaches and continuously improve to achieve better outcomes for our community.**

- Agile and continually looks for opportunities for Lean improvements.
- Stimulate passion and excitement to overcome problems.
- Follows ideas through to action, reflects and always seeks to do better.
- Demonstrates diverse thinking and embraces change.
- Encourages peers to do the same.

#### Accountability

**Transparent in all our dealings, work to high ethical and professional standards and are accountable for delivering outcomes for our community.**

- Follows through on commitments and encourages others do the same.
- Takes personal responsibility for own timely and quality activities.
- Designs feedback into work processes.
- Provides exceptional service to stakeholders and customers.



## Behavioural Competency Framework

### Operational

#### Safe working practices

**Maintain a safe working environment.**

- Works safely and looks out for others.
- Drives responsibly and considers other road users.

#### Policies and procedures

**Comply at all times with policy and protocol requirements.**

- Actively demonstrates compliance with the City's corporate policies.
- Provides support to others.
- Offers feedback on improvements or better practice.

#### Legislative framework

**Works within legislative framework.**

- Takes responsibility for their own learning of the legislative environment in which they work.
- Seeks guidance and clarification of any uncertainties before acting.
- Works within any delegations and authorities.

#### Risk management

**Take a risk management approach.**

- Actively adopts a proactive risk management approach.
- Fosters an environment where managing risk is accepted as the personal responsibility of each employee and encourages others to do the same.



## Judgement

**Identifies and acts on issues and develops quality solutions, setting high standards of decision making.**

- Always role models our values.
- Demonstrates rigor to make effective and quality decisions.
- Stands up and acts when issues arise with a sound and level-headed approach.
- Keeps informed of activities and evolutions in the broader business.

## Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Low Risk

## Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

# prin- -cip les



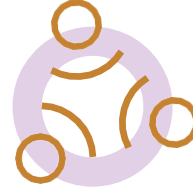
## Proud of our capital city role

We rise to the call of being the island state capital. We are city shapers, amplifying our industry, commerce and small business communities by attracting investment and services to support them.



## Focused on thriving

We are future proofed, not only doing our work well, but pursuing the work that makes a difference for our community.



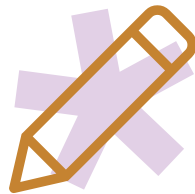
## Community-centered

It is easy for all of our community to work with us and they are central in how we design and do our work.



## Grounded in active governance + civic involvement.

We fulfil our legislative and civic responsibilities with transparency, accountability and fairness and we are equipped to do that well.



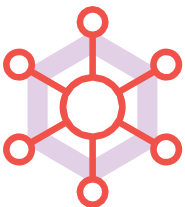
## Creative + impactful

We deliver value for money and work creatively to ensure positive outcomes for all our stakeholders.



## Leading from the heart

We acknowledge everyone is a leader. We are all accountable for building a positive, safe and caring culture for our organisation and the people in it.



## Integrated + Collaborative

Making whole-of-organisation decisions is easy and we work as one team to successfully deliver for the community.



## Scalable + Adaptable

We care for both our natural and built assets. We respond to our growing city and ongoing changes in our community and their expectations.

