

Position Description

Support Officer (Depot Water Cycle)

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: June 2020

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
Position limit within salary system: (20 Grade structure)	Grade 5 – Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	70

Organisational relationships

Directorate:	Works and Civil
Section:	Water Cycle
Team:	N/A
Work base:	Rushforth Road Works Depot or the Townsend Depot as required.
Position responsible to:	Water & Sewer Operations Coordinator
Level of support and supervision:	Medium level of independence
Level of personal management	Low
Level of teamwork required:	High
Supervision of staff:	Nil
Internal contacts:	All staff within Council
External contacts:	General public, government agencies, and private organisations

Vision, mission and values

Our vision:	To make the Clarence Valley a community full of opportunity
Our mission:	To plan and deliver services valued by the community
Our values:	the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



Our Values and Behaviours

Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent driving between job sites

Frequent use of computer keyboard

Purpose of the position

To assist Water Cycle Supervisors and other Water Cycle staff to manage the administrative functions/records generated from field operations.

Provide timely, accurate and succinct information on Council issues

Ensure that activities comply with all WHS policies and procedures

Major duties and responsibilities

Check records generated from field operations for completeness and correctness, including staff administrative records and project operational records

Maintain a filing system for project and maintenance records pertaining to current projects

Respond to customer service telephone enquiries related to water cycle operations

Assist Supervisor with Enterprise Asset Management system operation

IT support for mobile devices use by field staff

Assist Supervisors with the Customer Request Management work flow.

Monitor daily costs of field operations

Request purchase orders for works when required

Assist in the coordination of delivery of materials and services required to complete Council designated works

Audit work records to ensure field documentation used complies with Council quality, environmental and WHS requirements, including completion of (but not limited to):

- Active involvement in injury prevention and management, and return to work programs
- Risk assessments
- Selection and use of appropriate safe work codes and traffic control plans
- Plant pre start check lists
- Site inductions
- Appropriate erosion sediment control

Liaise and coordinate with others to ensure efficient delivery of Council services

Convey information regarding operational issues to Supervisors

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Certificate III in administrative studies; **or** equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Experience

Demonstrated experience in a position providing record keeping/administrative support

Position related skills

Ability to implement change in association with the position, and to organise work flow priorities within the daily routine tasks

Clerical, administration and organisational skills, including the ability to work with minimal supervision

General computer literacy including basic proficiency in Microsoft Word and Excel, and email and internet programs

Well developed interpersonal and communication skills, including the ability to liaise with staff

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Certificate IV in a relevant discipline

Licences/tickets, clearances, membership

First Aid Certificate

WHS Construction Induction Training Certificate (NSW); or equivalent recognised in NSW

Experience

Intermediate proficiency in Microsoft Word and/or Excel

Knowledge of the operations of the construction industry

Demonstrated experience in administration support in Local Government in engineering, open spaces or related areas

Staff negotiation skills

Other features of this position may include

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7:00 am start

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: Date
Employee
