

## Introduction

This position description offers a concise account of the general nature of the work that the City of West Torrens (CWT) requires to be undertaken, including the type and range of skills, qualifications and experiences that we believe you should possess in order to competently undertake the duties. It is not an exhaustive list of responsibilities, criteria or outcomes as your role within CWT is a dynamic one. We understand that people and positions change and develop over time, so this position description is considered a 'living document'; your active involvement in the evolution of this position is important.

## Position environment

This position provides important and valued services that contribute towards Council's objectives and goals for its community, which are clearly defined in the Community Plan 2030.

**Council's Vision:** Committed to being the best place to live, work and enjoy life.

**Council's Mission:** To strive for excellence in servicing our diverse community.

## Community Plan 2030

In addition to the Vision and Mission Statement, the Community Plan details Council's direction for our city, including our focus areas and strategic objectives which together form an integral part of Council's broad planning approach. You can view the community plan at <https://www.westtorrens.sa.gov.au/Council/The-City-of-West-Torrens/Community-Plan>

## Our culture

The CWT has adopted a culture of continuous improvement and inspiring and motivating people to achieve excellence.

Through our culture we aim to:

- Care and value our people, assets and community.
- Encourage balance between life and work.
- Treat people fairly, equitably and respectfully.
- Provide exceptional customer experiences.
- Act with integrity and hold ourselves and others accountable.
- Actively encourage learning, growth and being open to change.
- Communicate, collaborate and work as one.
- Recognise and celebrate achievements.
- Continually pursue excellence.
- Put safety first in all we do.

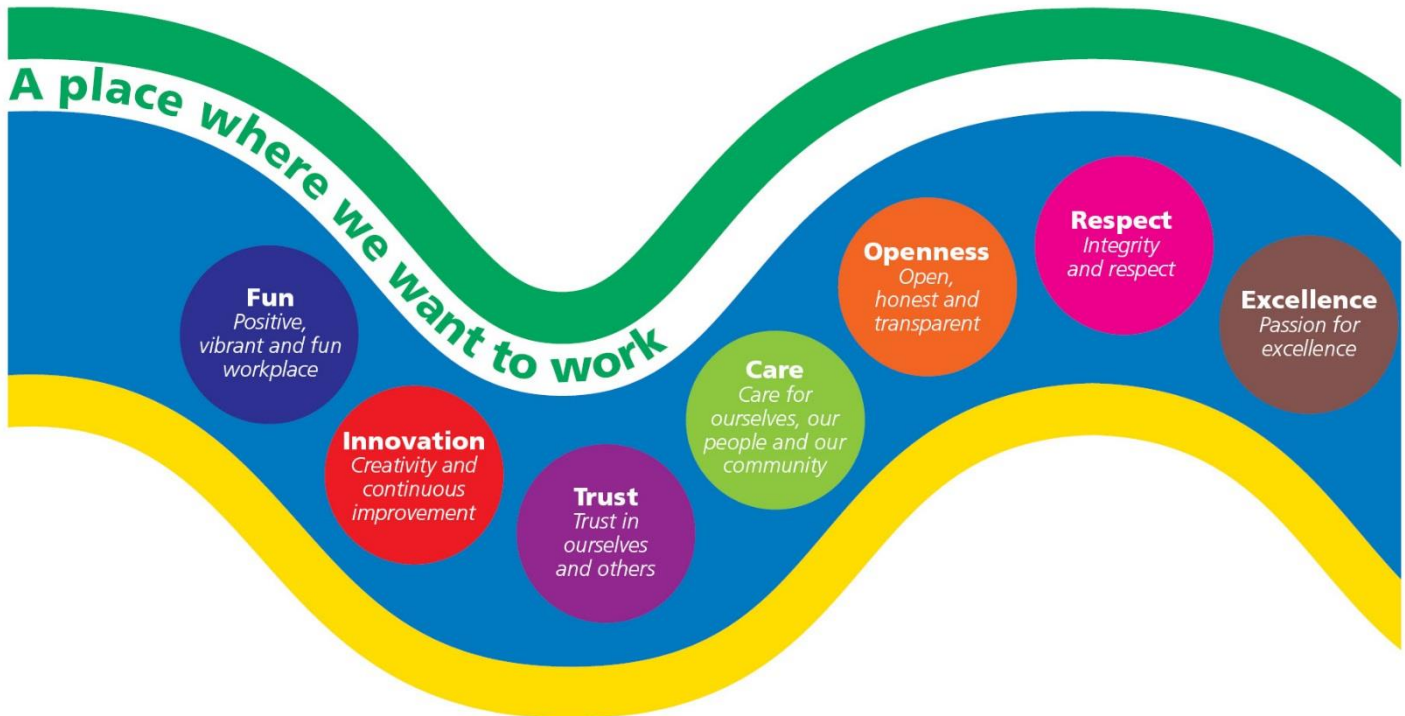
By signing this position description, you agree to be part of a team that embraces positive culture.

Make a difference in  
your community.

[westtorrens.sa.gov.au](https://www.westtorrens.sa.gov.au)



# Our Culture



## Our culture is one where we:

- Care for and value our people, assets and community
- Encourage balance between work and life
- Treat people fairly, equitably and respectfully
- Provide exceptional customer experiences
- Act with integrity and hold ourselves and others accountable
- Actively encourage learning, growth and being open to change
- Communicate, collaborate and work as one
- Recognise and celebrate achievements
- Continually pursue excellence
- Put safety first in all we do.

## Our leaders model the culture through inspiring and motivating people to achieve excellence.

### Leaders at the City of West Torrens:

- Provide clarity of direction and clear expectations
- Are open minded, collaborative and receptive to new ideas
- Act with integrity and hold themselves and others accountable
- Proactively drive exceptional customer experience
- Are visible and approachable
- Value, trust and empower people
- Give and receive timely constructive feedback
- Acknowledge and recognise achievements and efforts
- Actively encourage opportunities for learning and development.

## POSITION DESCRIPTION

<b>POSITION NUMBER</b>	1374
<b>POSITION TITLE</b>	Work Group Leader - City Clean
<b>STREAM</b>	Local Government Employee
<b>CLASSIFICATION</b>	CWT 7
<b>DEPARTMENT</b>	City Operations
<b>DIVISION</b>	Urban Services

### 1. PURPOSE

To provide leadership to the City Clean team to ensure the provision of effective, efficient and high quality service to the community.

### 2. POSITION OBJECTIVES

- Effective leadership, direction, monitoring and coaching of team members and contractors.
- Undertake operational duties in the City Clean area within the City Operations Team within budget, quality and timeframe specifications.
- Participate in the continuous improvement of services provided by the department.
- Provision of relevant advice to other work groups within Council.

### 3. POSITION RESPONSIBILITIES

- Coordinate, schedule and supervise the City Clean team and external contractors to ensure resources are used effectively and efficiently to complete scheduled daily activities within budget and to the specified standard.
- Create and monitor proactive city wide cleansing & road sweeping programs
- Identify unsatisfactory performance within the team and take responsive action in accordance with relevant policies.
- Ensure new staff are inducted into the work place.
- Assist in the identification of training needs for staff.
- Coach and train staff and casuals, to develop the necessary skills required for the work undertaken.
- Coordinate annual leave to ensure the ongoing effective operation of the team.
- Undertake as per existing plans, specifications and standards, the inspection and maintenance of Council's drainage infrastructure assets within reasonable or designated time constraints.
- Liaise with community members where required on issues related to work programs and/or projects and respond to work orders and customer requests and queries.

- In conjunction with other Work Group Leaders assist with the allocation of resources, staff and machinery for the work teams within the City Operations functional area.
- Maintain appropriate records for labour, equipment and materials, such as time sheets, asset management systems, traffic management plans, inspection reports, quality, environmental and WHS plans.
- Assist in preparing clear, concise reports and correspondence when required.
- Assist in the administration associated with the use of external contractors.
- Undertake operational duties in the City Clean team when required.
- Ensure equipment is maintained in a clean, safe and serviceable condition in accordance with the recommended operating practices, including the completion of a daily pre-start safety check.
- Adequately manage any corporate records created and received according to CWT policies, procedures and legislation.
- Lead your team in understanding and prioritising customer needs and service standards consistent with CWT's customer experience framework.
- Positively contribute to the success of the organisation's culture.
- Actively participate in continuous improvement initiatives.

## 4. REQUIREMENTS OF THE POSITION

### 4.1 Qualifications

Essential	<ul style="list-style-type: none"> <li>• Drivers Licence - minimum MR (Medium Rigid).</li> <li>• Certificate 3 or Certificate 4 in Plant Operations, Management or equivalent relevant qualification.</li> <li>• Work Zone Traffic Management Certificate.</li> <li>• Appropriate licences and certificates to operate plant and equipment associated with the position.</li> <li>• Current National Police Clearance.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Diploma in relevant discipline or equivalent ie: Diploma in Project and / or Certificate 4 in Frontline Management.</li> </ul>

### 4.2 Personal Skills

Essential	<ul style="list-style-type: none"> <li>• Initiative and self-motivation to work with limited supervision.</li> <li>• Effective decision making and task delegation skills.</li> <li>• Well-developed written and verbal communication skills.</li> <li>• Ability to be innovative and flexible in determining solutions to operational problems.</li> <li>• Excellent customer relationship skills.</li> <li>• Ability to manage time and priorities of self and others.</li> <li>• Capacity to undertake heavy manual work.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Demonstrate, lead and drive a commitment in delivering a high quality customer experience in all interactions (internally and externally).</li> <li>• At all times act in a manner that is non-threatening, courteous and respectful as the CWT has committed to undertake White Ribbon Accreditation.</li> <li>• Possess commitment to the principles and practice of: <ul style="list-style-type: none"> <li>○ Work Health Safety and Injury Management / Risk Management.</li> <li>○ CWT Culture.</li> <li>○ Equal Employment Opportunity.</li> <li>○ Quality Management and Continuous Improvement.</li> </ul> </li> </ul>
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#### 4.3 Experience

Essential	<ul style="list-style-type: none"> <li>• Demonstrated experience in leading and managing a team.</li> <li>• Demonstrated experience in developing and maintaining effective relationships with both internal and external parties.</li> <li>• Experience in the coordination and supervision of operational maintenance plans and forward works delivery programs.</li> <li>• Experience in planning and scheduling works together with allocation of resources including labour, plant and machinery.</li> <li>• Demonstrated experience to interpret site plans, including more complex plans and written instructions or specifications.</li> <li>• Experience in monitoring contractors and ensuring compliance with contract specifications and council policies and procedures.</li> <li>• Demonstrated experience working as part of a team including cross functional teams.</li> <li>• Experience in the completion and maintenance of records.</li> <li>• Experience using Microsoft Office Suite, asset management systems and technology such as GIS.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Experience working in a Local Government environment.</li> </ul>

#### 4.4 Knowledge

Essential	<ul style="list-style-type: none"> <li>• Knowledge of drainage maintenance techniques and practices.</li> <li>• Knowledge of effective leadership principles that allow effective communications, decision making and problem solving.</li> <li>• Sound understanding of and the ability to interpret relevant legislation and standards.</li> <li>• Knowledge of the operation and maintenance of plant, equipment and vehicles.</li> <li>• Knowledge of customer service principles.</li> <li>• Understanding of risk management practices.</li> </ul>
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#### 4.5 Special Conditions

Essential	<ul style="list-style-type: none"><li>• Some out of hours work may be required.</li><li>• You may be required to carry out other duties as directed which are within the appropriate classification level and commensurate with skills and abilities.</li><li>• You will be required to provide evidence of your 'up to date' Covid-19 vaccination status when requested.</li></ul>
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#### 5. REPORTING RELATIONSHIPS

- Reports to Coordinator Civil Works and Services.

#### 6. AUTHORITY AND ACCOUNTABILITY

- Authority to work within the scope of this position description.
- Work within budgets set for particular projects/programs.

#### 7. WORK HEALTH AND SAFETY (WHS)

All Workers	<p>You must take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.</p> <p>In particular you must:</p> <ul style="list-style-type: none"><li>• Comply with statutory and organisational requirements, procedures and rules implemented to protect the health and safety of workers at the workplace including the public.</li><li>• Use equipment provided to protect health and safety.</li><li>• Follow reasonable instructions provided on health and safety.</li><li>• Ensure you are not affected by alcohol or drugs so as to endanger yourself or others.</li><li>• Report injuries, incidents, hazards and property damage.</li><li>• Participate in activities associated with the management of workplace health and safety.</li><li>• Attend identified WHS training for your position.</li></ul>
Additional responsibilities for leadership positions	<p>As a leader of people, you must:</p> <ul style="list-style-type: none"><li>• Maintain, monitor and review the effectiveness and the level of safety assurance of the City of West Torrens WHS and Injury Management Improvement Plan (WHS&amp;IM) in accordance with your leadership responsibilities.</li></ul>



	<ul style="list-style-type: none"> <li>• Ensure you have provided resources for the provision of a systematic approach for the identification, assessment, control and evaluation of effective hazard management.</li> <li>• Ensure a comprehensive induction and training program is undertaken and signed off for all workers so they are able to undertake their work safely.</li> <li>• Ensure injuries, incidents and hazards are reported and investigated using the Skytrust System in a timely manner and all corrective actions are identified and entered in the Corrective Action Register and closed out accordingly as per assigned responsibility.</li> <li>• Consult and engage with all workers who are your direct report when considering changes to workplace practices and procedures or the use, storage or disposal of plant, equipment and any substances.</li> <li>• Assist in the rehabilitation, return to work and early intervention of injured workers (work or non-work related) in accordance with your level of people management responsibility.</li> <li>• Ensure WHS&amp;IM is a standing agenda item for team meetings, including tool box meetings and other forums that workers within your area of responsibility attend.</li> </ul>
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## 8. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievements in accordance with the City Operations Departmental Service Plan and the incumbent's Performance Partnering Development Program (PPDP).
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality and courteousness of service delivered.
- Effective teamwork and contribution to the achievement of team goals.

**Responsible Manager:**

**Manager City Operations**

**Signature:**

**Date:**

**Employee Name:** *(Incumbent)*

**Signature:**

**Date:**