Position Description

Operations Technician – City Works

Position profile

| Business Unit	City Works	Position number	
Department	City Presentations	Status	Full Time Permanent
Salary group		Date Endorsed	4 July 2017
Reports to	Supervisor		

Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.
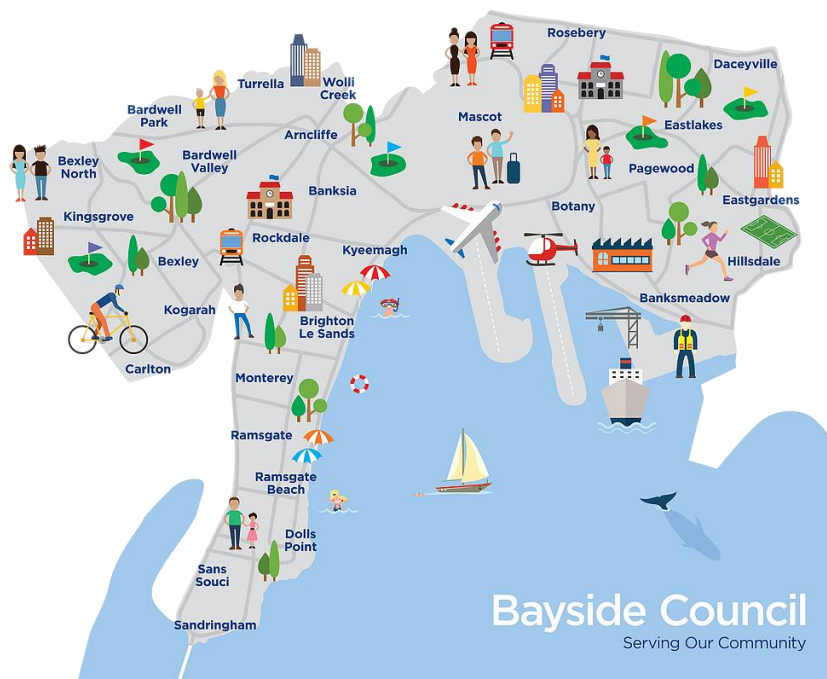
Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership -** We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People -** We are courageous and innovative -   committed to making a difference in our work
- **Meaningful Relationships -** We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service -** We go above and beyond – delivering an outstanding customer experience every time

Primary purpose of the role

Provide a range of planned and reactive infrastructure asset maintenance services in line with legislative, compliance and work health and safety requirements.

Key accountabilities

Within the area of responsibility, this role is required to:

- Undertake allocated work request on site, under the guidance of the Senior Operations Technician.
- Report identified variations to work requests to the Team Leader to ensure Council assets are well maintained.
- Provide feedback and contribute to team processes to improve service delivery, safety and compliance.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Undertaking allocated work in a manner that maintains a quality customer service and positive customer experience.
- Delivering value to all stakeholders in an ethical, social and environmentally responsible manner.

Role Dimensions
Decision Making
- The role is responsible for delivering allocated work requests in accordance with Council Operational Plan.
- Guided by Council agreed strategic plans, statutory guidelines and relevant legislation.

Essential Requirements

- General schooling to Year 10 or 12 and/or relevant experience.
- A SafeWork NSW white card (general construction induction card).
- Current Driver's Licence Class C.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities: • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. **OUTDOOR EMPLOYEE:** To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including: • Correct techniques for activities such as lifting, digging, planting, weeding, topdressing, cleaning etc. • Use of correct postures, harnesses, etc while using machinery or equipment such as mowers, brushcutters etc. • Appropriate variation of duties throughout the day. • Keeping work area organised and tidy. • Safe and correct use, storage and transportation of chemicals.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)	
Does this position fall under the definition of child related employment?	**No**
Does this position require incumbent to undergo criminal reference check?	**No**
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	**No**
Specify licence: Class C Drivers Licence	**Yes**
Will incumbent need to make disclosure of pecuniary interest?	**No**
Could there be a conflict of interest with secondary employment?	**Yes**