

Job title: Infrastructure Maintenance Officer	
Classification: Band 3	Effective Date: March 2023
Reports to: Coordinator Engineering Works	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The position is responsible to maintain Council's infrastructure to a high standard.

Key Responsibilities

Position Specific Responsibilities

- Maintain roads, footpaths, stormwater drainage, street signs and street furniture within the municipality, performing a range of activities including but not limited to asphaltting, concreting, cleansing, repair and installation works.
- Carry out programmed and reactive inspections of infrastructure.
- Conduct self in a professional manner, consistent with Council's Employee Code of Conduct and all relevant Council policies and procedures.
- Maintain good working relationships and deal cooperatively with team members and members of the public.
- Assist other team members from within the team and in other teams in general operations and maintenance functions.
- Assist in all areas of the team and substitute for crew members in periods of leave.
- Embrace and use new equipment to assist in the provision of services.
- Assist in the review and streamlining of work practices and methods within the team to enable flexible and responsive service delivery with a client service and industry best practice focus.
- Perform manual handling tasks such as lifting, digging, raking, sweeping and the use of mechanical and electrical tools.
- Correctly use and maintain plant and equipment provided, including personal protective equipment, in accordance with manufacturer's instructions and Council's workplace health and safety policies, procedures and practices.
- Operate vehicles and tow plant as required in a safe, competent and responsible manner in accordance with the Road Traffic Regulations and Council's Policies.
- Ensure a safe working environment in accordance with the OHS Act 2004 and Council OHS Policies and safe working procedures.
- Carry out other duties as directed within the skills and abilities of a position at this level.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility: May be required to supervise other employees in similar or related work or monitor contractor's operational tasks.

Decision Making:

- Make operational decisions within established operational guidelines and within the constraints of Council policies and procedures.
- Be accountable for the quality, quantity and timeliness of own work outputs within predetermined time constraints.
- Be accountable for the efficient, safe and effective operations of all plant and equipment.
- This position has limited freedom to determine priorities and schedules, and may use initiative and originality in reaching solutions and deciding how to do a task at basic level.
- Be flexible in the determination of priorities, tasks and schedules in consultation with the direct supervisor.

Key Relationships

- The position is required to maintain a professional relationship with the general public, contractors, trader groups, community groups, other authorities and other Council officers.
- Liaise closely with Supervisors, Coordinator Engineering Works, Manager City Services, Administration Officers and other members of the immediate work team.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Experience in infrastructure maintenance activities such as:
 - Sound understanding of drainage maintenance.
 - Knowledge in paving and concreting techniques.
 - Knowledge of asphaltting techniques.
 - Skills in maintaining street furniture or signage.

- Knowledge of Worksite Safety principles and Traffic Management.
- Demonstrated experience in the operation of light mobile plant, trucks and material handling equipment.
- Base level mechanical skills to enable general identification of equipment faults and failures and the ability to undertake standard maintenance and minor repair activity.
- A valid Victorian driver's licence (manual) with medium rigid truck endorsement.

Other technical skills and experience

- Ability to accurately document work activities using hardcopy and mobile devices.
- Knowledge of and commitment to OHS and Equal Opportunity policies and practices.
- Basic administrative skills and the ability to understand sketches, maps and standard operating procedures and instructions.

Interpersonal

- Demonstrated good oral communication and appropriate written skills for communication with residents, traders, shoppers, businesses and other departments and contractors.
- Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
- Ability to work as part of a team and support team objectives.

Leadership/management:

- Ability to plan and organise own work.
- Ability to work in a team environment and also independently with general supervision.
- A flexible approach and ability to respond to changing work methods, equipment and procedures

Notes and comments:

- The role includes an inherent requirement to lift, carry and shovel materials, and operate equipment. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- A clear National Police Check.
- A valid Victorian driver's licence (manual).

Key Selection Criteria

1. Experience in infrastructure maintenance activities.
2. Good verbal and written communication skills.

3. Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
4. Ability to work as part of team and support team objectives.
5. A flexible approach and ability to respond to changing work methods, equipment and procedures.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	- Drain Maintenance	- Intermittent kneeling and squatting over 30 minutes	
	- Concreting/surface repair	- Sustained kneeling/intermittent squatting over 45 minutes	
	- Inspections at low levels	- Short duration kneeling including difficult to access	
Hand/Arm Movement Tasks involve use of hand/arms	- Use of equipment/tools – Jackhammer, whacker,	- Up to 30 minute of sustained hand/arm movement	
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements	
	- Attaching signs	- Up to 1hour of intermittent hand and arm movements	
	- Concreting/surface repair	- Up to 30 minute of sustained hand/arm movement	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.	
	- Use of equipment/tools – Jackhammer, whacker,	- Up to 30 minute of sustained hand/arm movement	
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements	
	- Attaching signs	- Up to 1hour of intermittent hand and arm movements	
	- Concreting/surface repair	- Up to 30 minute of sustained hand/arm movement	
Standing	- Inspections	- Intervals with short walking events and other postures.	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Tasks involve standing in an upright position	- Traffic Control	- Up to 3 hours of standing with intermittent hand and arm movements	
	- Graffiti removal	- Up to 1.5 hours	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.	
	- Use of equipment/tools – Jackhammer, whacker,	- Up to 30 minute of sustained hand/arm movement	
	- Truck entry/exit	- Intermittent throughout the day	
	- Concreting/surface repair	- Up to 30 minute of sustained hand/arm movement	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	- Use of equipment/tools – Jackhammer, whacker,	- Up to 30 minute intervals	
	- Truck entry/exit	- Intermittent throughout the day	
	- Inspections	- Intervals with short walking events and other postures.	
	- Sweeping/raking	- Up to 30 minute intervals	
	- Ladder usage	- Varied Intervals with short walking events and other postures.	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	- Loading/unloading materials/equipment	- Varied Intervals with short walking events and other postures.	
	- General collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	- General Collection of rubbish, waste and debris	- Varied Intervals with short walking events and other postures.	
	- Use of equipment/tools – Jackhammer, whacker,	- Up to 30 minute of sustained hand/arm movement	
	- Trailer - connect, disconnect, loading and unloading	- Short duration of intermittent hand and arm movements	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
	<ul style="list-style-type: none"> - Attaching signs - Concreting/surface repair 	<ul style="list-style-type: none"> - Up to 1hour of intermittent hand and arm movements - Up to 30 minute of sustained hand/arm movement 	
Keyboard Duties Tasks involve sitting at workstation and using computer.	<ul style="list-style-type: none"> - Training courses/induction 	-	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	<ul style="list-style-type: none"> - Ability to access and read rosters /job sheets - Appropriate to the required 	-	