

	Position Description
AHC Positions	Position title: Leading Worker Quick Response Position code: 153 Reports to: Field Supervisor Department: Civil Services Salary level: Grade 6 (Field Enterprise Development Agreement / Local Government Employees Award) Special conditions: Available to work out of hours if required. A mobile telephone will be provided.
Purpose	Employees of Adelaide Hills Council (Council) are working together to build the community through leadership, community involvement and commitment to service and continuous improvement. In performing their daily tasks, Council employees will be community focused and committed to high quality customer service as defined in the Customer Service Framework.
Judgement and Decision Making	This role contributes to the objectives of the Civil Services department and is the senior position in a two person Quick Response team based at Council's Southern Operations Centre (Heathfield). The Quick Response team is focused on a variety of reactive field-based duties such as illegal dumping and carcass removal, liaison and set up of events, and general repair and maintenance of assets. Dedication to Workplace Health and Safety is a priority. When required, an employee with associated competencies can be aligned to other teams in the Civil Services department to help Council deliver their mission, vision, strategic plan and customer service outcomes. This may include undertaking field-based civil works duties and contributing to projects related to Council's infrastructure, construction, maintenance plans and programs.
Number of employees supervising	Not applicable
Authority and Budget	<ul style="list-style-type: none"> Undertake tasks as governed by clear objectives and/or budget constraints Act in relation to WHS/risk management matters within area of responsibility
Customers Indicate the people (internal and external) this job provides a service to	Internal <ul style="list-style-type: none"> All sections of Council External <ul style="list-style-type: none"> AHC community, State and Federal authorities, Council subsidiaries
Suppliers Indicate the people (internal and external) that provide input to this job	Internal <ul style="list-style-type: none"> All sections of Council External <ul style="list-style-type: none"> Contractors, consultants, State and Federal Authorities, bordering Councils, sporting groups
Work Health and Safety	The Worker has a responsibility, under the Work Health and Safety Act 2012 SA, Section 28 Duties of Workers, to ensure their own health and safety, and that of their fellow workers, whilst at work.
	This includes but is not limited to: <ul style="list-style-type: none"> referring to information contained in the Council's WH&S and Return to Work Policy. taking reasonable care for their own health and safety and that of others whilst at work so as not to endanger the workers own safety or the safety of any other person at work, including ensuring that no alcohol or drugs are consumed. obeying reasonable instructions of the Person Conducting a Business or Undertaking (PCBU, formally employer) in relation to health and safety at work.

	<ul style="list-style-type: none"> actively implementing and working within Council's WH&S & RTW Policy and WHS procedures and safe operating procedures. actively contributing to consultative and participative arrangements for the management of WHS & RTW. using personal protective equipment provided for health and safety purposes and reporting malfunctioning or faulty equipment. not interfering with or misusing items or facilities provided in the interest of health and safety. discussing and reporting hazards, injuries and incidents, in accordance with Council procedures, with their immediate People Leader/Manager.
Discussions on Professional and Personal Development; and Goal Setting and Monitoring	<p>Professional and personal development is encouraged and supported through a performance and development planning process.</p> <p>This includes participating in discussions to plan work priorities and also to monitor progress against those goals.</p>
Continuous Improvement	<p>Adelaide Hills Council has a culture of continuous improvement in service provision and business operations. All employees participate in formal and informal improvement initiatives as part of their day to day role and are encouraged to be innovative and creative.</p>
Service Values	<p>Five values underpin our customer service approach. They guide our behaviours, service standards and competencies and form the basis of our commitment to the community. They include:</p> <p>Available we make it easy for our customers and colleagues to reach us.</p> <p>Helpful we are approachable and always willing to assist our customers and each other. We share our knowledge and commit to dealing with our customer queries responsibly.</p> <p>Empathetic we listen to the needs of our customers and colleagues and appreciate each other's point of view.</p> <p>Responsive we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us.</p> <p>Reliable we are honest, accurate and consistent in all that we do.</p>
Records Management	<p>The incumbent is responsible and accountable for adequately managing the corporate records they create and receive according to relevant policies, procedures and legislation.</p>
Selection Criteria	<ol style="list-style-type: none"> Experience in civil maintenance/construction works and enthusiasm to learn new skills with Certificate 3 in Civil Construction desirable. Demonstrated ability to identify Work Health Safety (WHS) and Injury Management (IM) risks and report incidents and hazards in the workplace to ensure a safe working environment for self and others. Demonstrated ability to work cooperatively in a supportive team environment. Relevant experience, competency and licences to safely operate a variety of plant including a minimum Class Medium Rigid (MR) Driver's Licence (essential), White Card accreditation (essential), and current Work Zone Traffic Management ticket (desirable). Working knowledge of the relevant statutory requirements and legislation. Demonstrated understanding of, commitment to and alignment with our customer service values and approach. Ability to manage time, set priorities and plan workload. Effective analytical and problem solving skills. Good communication and interpersonal skills.

(Note: Under Education and Experience and Skills and Knowledge, a requirement will only be listed once although it may apply to more than one KRA)

Key Result Area (KRA) The most important parts of this job	Outcomes The things to be achieved in each KRA	Education and Experience Qualifications and experience required to do this job	Skills and Knowledge Skills, knowledge and abilities required to do this job
1. Maintain Council’s property, infrastructure and assets.	1. Respond to high risk/high priority issues or defects relating to Council’s civil infrastructure as they arise, and within timeframes prescribed by agreed service standards. 2. To ensure works and plans are completed according to Council’s quality standards.	1. Certificate 3 in Civil Construction is desirable. 2. Relevant experience, competency and licences to safely operate a variety of plant including: <ul style="list-style-type: none"> • a minimum Class Medium Rigid (MR) Driver’s License (essential) • current Work Zone traffic Management ticket (desirable) • White Card accreditation (essential). 	1. Demonstrated ability to work cooperatively in a team environment. 2. Competent in the safe use of plant and equipment. 3. Attention to detail as it relates to completion of tasks.
2. Actively comply with Council’s WHS, Injury Management (IM) and Risk Management requirements.	3. Council’s WHS and IM policies and procedures and the relevant legislation are actively used and maintained. 4. Input is provided into the development and review of Council’s WHS and IM Policy and supporting procedures. 5. Relevant training sessions are attended to improve individual knowledge.	3. Experience in participating in and contributing to WHS meetings and associated training. 4. Experience implementing and maintaining WHS, IM and risk management policies and procedures.	4. Demonstrated ability to identify and report all incidents and hazards. 5. Ability to see and suggest ways to improve work health and safety for self and others. 6. Working knowledge of relevant legislation including Work Health and Safety Act 2012 (SA), Work Health and Safety Regulations 2012 (SA) and Work Zone Traffic Management, Local Government Act 1999 (SA) and Environment Protection Act 1993 (SA).
3. Undertake the delivery of services.	6. Comply with legislation, council policies and procedures. 7. Completes required duties within standards or set timeframes.	5. Experience in the delivery of services. 6. Up-to-date practical experience in civil works.	7. Ability to assess safety, manage time, set priorities and plan workload. 8. Effective analytical and problem solving skills. 9. Up to date current knowledge and practices within the civil industry.
4. Deal with employees, members of the public and service providers in accordance with Council’s Service Values.	8. Actively contribute to a supportive team environment. 9. Increased customer satisfaction. 10. Comply with Council’s standards.		10. Proven consultative and negotiation skills. 11. Good communication and interpersonal skills and the ability to liaise confidently and courteously with stakeholders.

			12. Demonstrated understanding of, commitment to and alignment with our customer service values and approach.
5. Provide assistance to the Field Supervisor to improve efficient work practices and increase proactive outcomes.	11. Contribute to process improvements and updates. 12. Evidence of employee consultation and involvement. 13. Undertake other duties as required/directed.		

POSITION DESCRIPTION AGREED			
People Leader: Employee: Organisational Development:	Sign:	Print Name:	Date:

Job Requirements Guide

Frequency guide

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| 1. Constant (ongoing, occurs daily) | 2. Frequent (occurs 1-2 times daily) |
| 3. Occasional (occurs 2-4 times per week) | 4. Infrequent (occurs once per week or less) |

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing		✓				
Walking		✓				
Sitting		✓				
Bending /twisting the back			✓			
Bending /twisting the neck			✓			
Kneeling/squatting/ crouching			✓			
Climbing e.g. stairs/steps/ladders				✓		
Reaching forward /sideways >30 cm			✓			
Working with hands above shoulder height				✓		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg			✓			
Pushing/pulling/dragging			✓			
Gripping/grabbing			✓			
Fine hand coordination			✓			
Holding/supporting any object or person			✓			

Environmental						
Work in an indoor/outdoor environment		✓				Outdoor
Work at heights					✓	
Work in confined spaces					✓	No confined space entry
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	✓				
Exposure to noise			✓			
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals				✓		
Exposure to fumes/dust				✓		
Managing security/private information					✓	

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones			✓			
Dealing with highly emotional/ conflict situations				✓		
Dealing with difficult/complex negotiation of a personal nature				✓		
Working in a team requiring maintenance of relationships/ communication with others	Y	✓				
Working in isolation or with limited interpersonal interactions/ supervision			✓			
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions				✓		
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)		✓				PPE