

## Position Description

Position Title	Driver - Operator
Directorate	Business, Engineering & Major Projects
Department/Business Unit	Infrastructure Services and Planning
Team	Works
Classification	Band 3
Date	April 2023

Reports to:	Works Foreperson
Supervises:	N/A
Internal Liaison:	Team Leader Works, Works Planner, Works Inspectors, Infrastructure and Utilities Contracts Coordinator, other Operation Centre staff – Daily
External Liaison:	Customers as required

### Position Objectives

Your primary purpose in this position is to:

- Maintain the City by undertaking labouring duties and operating Works unit plant and equipment and undertaking a range of associated tasks in a safe, efficient, and courteous manner.
- Supervise and/or assist in the training of other Roads & Drains team members or casual hire staff as required.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

#### Essential

- Demonstrated experience in maintenance practices related to Civil Infrastructure, preferably Roads and Drainage construction and maintenance.
- Demonstrated ability to operate a variety of more complex plant and equipment in a safe and efficient manner including undertaking routine daily maintenance of the plant and equipment.
- Demonstrated ability to work both independently and in a team environment, actively participating as a team member to achieve team goals.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Heavy Rigid Driver's Licence
- ☒ current Traffic Control ticket, preferably combined with Spotter's ticket and/or Construction Induction (white card)
- ☒ ongoing First Aid and CPR (specify) including:
  - ☒ Provide First Aid (Level 2)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Operational</u>	<ul style="list-style-type: none"><li>• Operating specialised items of plant and equipment and undertaking labouring duties as and when required:<ul style="list-style-type: none"><li>◦ in a safe and efficient manner to the standard required,</li><li>◦ ensuring all work is carried out to the standard specified by Council,</li><li>◦ complying with safe work practices, policies, and procedures relevant to the tasks / duties being carried out; and</li><li>◦ resolving routine problems relating to assigned tasks</li></ul></li><li>• Working both independently and in a team environment, actively participating as a team member of the Department to ensure a cohesive approach to achieving team goals and corporate objectives.</li><li>• The care and maintenance of allocated plant and equipment in accordance with Council's procedures,</li><li>• Providing guidance and on-the-job training to other employees as required, supporting each other in a team environment and recognising individual and team achievements.</li></ul>
<u>Individual</u>	<ul style="list-style-type: none"><li>• Promoting a positive image of the Council through high standards of personal presentation and the provision of services and advice in a courteous and efficient manner, at all times maintaining the strictest confidentiality regarding ratepayers, customers, and employees</li><li>• Maintaining records and providing information as required including the use of a handheld computer.</li><li>• Undertaking further training and Emergency Management duties as required, meeting the challenges of change as it occurs within the organisation.</li></ul>
<u>First Aid Activities</u>	<ul style="list-style-type: none"><li>• Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></li></ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>
<b>Child Safety</b>	<ul style="list-style-type: none"><li>• Understand obligations and act in an appropriate manner with and around children</li><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"><li>• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li><li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li></ul>

	<ul style="list-style-type: none"> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

### Vision and Hearing Requirements

- ☒ This position requires a vision test
- ☒ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> - Written		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
<b>Sitting</b> – <i>stay in a seated position</i>	When operating plant and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – <i>standing in an upright position, moving less than 3 steps</i>	Most tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Walking</b> – <i>In an upright position, moving more than 3 steps</i>	Most tasks involve some walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – <i>Move on the hands &amp; knees or by dragging the body close to the ground</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
<b>Crouch/squat</b> – <i>To lower the body by bending forward from legs and spine, buttocks on or near the heels</i>	Paving, street furniture, inspect pits, sign works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Kneeling</b> – <i>To lower the body</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Bending</b> – <i>To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds</i>	Sign works, asphalt works, paving, other shovelling / raking tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reaching</b> – <i>Extending arms out in any direction</i>	Load / unload vehicle, shovelling, raking, pit cleans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Twisting/trunk rotation</b> – <i>Rotating the body to one side or the other without moving the feet</i>	Operating some plant and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>	Sign works, paving, adjusting equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Tools, equipment, hand controls, signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Writing/typing</b>	Maintaining records and providing information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>	In/out plant / truck / pit / ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – <i>Performing manual handling actions at or near ground level</i>	Paving works, cleaning pits, pipe property connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manual Handling					

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	Most items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions	Foot controls in plant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task	Tools, equipment, hand controls, signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg	Witches' hats, shovelling, tools, bricks, equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.1 – 10kg	Safety signs, tools, pavers, equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10.1 – 15kg	Equipment, pavers, pit lids, hydrant stands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15.1 – 20kg	Concrete bags, pavers, timber, equipment. Plus <20kg Street furniture, equipment, pit lids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Shovelling, pavers / bricks, equipment, pit lids, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	Most items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lift overhead	Using crane, manoeuvring boom on jet truck	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Raking / shovelling, vibrating plate, stubborn posts, high pressure hose, pull start equipment, manoeuvre street furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- Performance of a broad range of Roads & Drains unit related tasks using developed skills, performing this work under general supervision,
- This position may assist in the supervision and coordination of others in Roads & Drains unit related work particularly where provision of on-the-job training based upon skills and experience is required,
- This position has the scope to use discretion where the application of standard procedures is not always suitable, however, guidance from Foreperson and Team Leader is readily available,
- Working in a team environment under general supervision the position is responsible for assuring the quality, and timelines of work performed in so far as available resources permit, and for the care of assets entrusted to them,
- Contact with the public or other employees, which often involves tactful explanations of specific procedures and practices.
- Maintain a clean City despite the littering behaviour of others by drawing upon additional time or resources where required, when appropriate to do so.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Nature of the work is usually specialised requiring use of personal judgement. Tasks are performed selected from a range of techniques, processes, and systems. The incumbent will be utilising well established operational procedures which are clearly documented and understood with on-the-job training being provided.

### Independently

- Onsite decisions regarding safety, quality and environmental considerations and their impact, including Risk Assessment and implementation of basic Traffic management
- Ability to work independently and making decisions on how to meet the specified job outcome and timeframes
- Timely reporting of damage or safety issues relating to Council assets

### With Input from the Works Foreperson or Team Leader

- Ensure vehicle maintenance scheduling is completed per manufacturer's specifications,
- Corrective actions to problems identified.

### Recommends / Identifies to the Works Foreperson or Team Leader

- Variations to work practices and schedules to enhance efficiency, cost effectiveness or safety without compromising existing safety levels or efficiencies
- Selection of Roads & Drains unit related plant & equipment,

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Certificate III or IV in Roads & Drains or related industry-based training course or significant relevant experience in the Roads & Drains industry,
- Demonstrated ability to operate a range of more complex Roads & Drains plant and equipment in a safe and efficient manner including undertaking routine daily maintenance of minor plant and equipment,
- Demonstrated ability to work cooperatively and diligently both independently and in a team environment including supervising / coordinating and providing on-the-job training to other staff in order to meet desired service outcomes,
- Demonstrated high levels of reliability and punctuality working on a roster system along with a preparedness to work in adverse weather conditions,
- Current Victorian Heavy Rigid class Drivers Licence (or acceptable equivalent) and a certificate of competency for a relevant item of plant, preferably along with a Spotter Certificate and/or Construction Induction (white card).

## Management & Interpersonal skills

The essential position requirements include:

- Demonstrated ability to provide employees under their supervision / coordination with on-the-job training and guidance in the use of more complex plant and equipment as well as work processes and procedures.
- Skills in oral and written communication with clients, other employees, and members of the public, our community and/ or visitors and in the resolution of minor problems, including:
  - Demonstrated ability to communicate in a clear and courteous manner, in order to present a positive image of Council, with a strong focus on Customer Service excellence,

- Demonstrated tactful interpersonal skills, dealing with members of our community and/ or visitors who engage in actions which do not support our endeavours to maintain the City's infrastructure, including but not limited to littering behaviour.

## Verification & Approvals

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We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
<b>Prepared by</b>	Mohammad Khan		April 2023
<b>Manager</b>	Matthew Berry		April 2023
<b>Director</b>	Paul Kearsley		April 2023
<b>Occupant</b>			

# Appendix

## Core Capability Framework – Team Member

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards



### **Safety, health and wellbeing**

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Acts decisively during times of ambiguity and pressure
- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## **Council's REACH Values**

### **Respectful**

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### **Creative**

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### **Engaged**

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### **Honest**

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### **Accountable**

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

