



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	FIELD SERVICES MAINTENANCE OFFICER – QUALITY CONTROL
WORKPLACE AGREEMENT:	CITY OF SALISBURY AWU AND LGE ENTERPRISE AGREEMENT NO. 13 - 2022
CLASSIFICATION:	LGE Grade 4 – 5 (dependent on experience and qualifications)
DEPARTMENT / DIVISION:	CITY INFRASTRUCTURE / FIELD SERVICES
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	TEAM LEADER PARKS & LANDSCAPE
DIRECT REPORTS:	NIL
POSITION NUMBER:	001372

POSITION OBJECTIVES:	<ul style="list-style-type: none"> Proactively inspect, audit and report on the service delivery of contractual services to ensure services are delivered to standards and quality outcomes are achieved. Proactively inspect and audit assets, infrastructure and areas of the City identifying defects and raising job defects in the field utilising mobile tablet technology. Respond to Customer requests for maintenance services. Ensure work is carried out according to all relevant legislation, guidelines and applicable specifications. Proactively liaise with internal and external customers, including contractors, in the identification, planning and execution of service delivery.
VALUES AND BEHAVIOURS:	<p>These Values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> Create a sense of belonging & pride in the Salisbury community Respect individual differences Speak up if it is not respectful Look after the wellbeing of ourselves and those around us <p>Accountable</p> <ul style="list-style-type: none"> Take personal ownership and follow through

	<ul style="list-style-type: none"> • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important <p>Collaborative</p> <ul style="list-style-type: none"> • Work together committed to a common purpose • Openly share information • Find ways to connect people for better outcomes <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do • Imagine new futures and look for new opportunities • Make a positive difference
KEY RESPONSIBILITIES:	<ul style="list-style-type: none"> • Inspect and audit verge maintenance, and other contractual services, contract service delivery and complete audit report. • Assist Coordinators in developing and implementing field audit report templates and processes. • Assist Coordinators in creating, implementing, monitoring and reporting on work schedules/programs. • Inspect and audit assets, infrastructure and areas; identify defects, collate information, raise jobs, condition rate asset, estimate resources required and priority to rectify. • Action customer requests and respond to customers in accordance with Council standards. • Assist in the preparation of reports and recommend actions in consultation with the Coordinator/Team Leader to address identified risks in relation to service areas. • Provide technical advice to in-house work crews and external contractors in relation to Civil and Horticultural maintenance. • Act in the position of Coordinator as required, and approved by the Manager Field Services, in situations of extended absences. • Ensure works are undertaken to meet the requirements of specific legislation affecting operations. • Ensure communication with contractors and staff is at all times clear and courteous. • Actively facilitate the flow of relevant information to relevant team members. • Assist in the coordination of staff across service areas to meet workload demands and service level standards. • Assist the team to ensure productive, harmonious and team-oriented work groups. • required). • Ensure correct up-to-date records as required i.e., daily work sheets, job sheets, work site risk assessments etc. • Assist in the preparation and reviewing of contract documentation for external contracts as appropriate. • Generate work tickets and issue Work Orders and authorise invoice payments within the limits of delegated authority. • Assist with the preparation of written reports for Council meetings, public liability claims, Workcover claims, theft or vandalism and other relevant operational matters in accordance with internal and legislative requirements.

	<ul style="list-style-type: none"> • Preparation of letters in response to customer correspondence. • Assist in the development of annual service area budgets and business plans. • Develop accurate cost estimates and schedules of rates for operational activities. • Contribute to the continuous improvement of work practices and associated systems and processes, including identifying areas for improvement. • Ensure continuous improvement initiatives have considered broader organisational requirements. • Actively promote a culture of continuous improvement.
WHS RESPONSIBILITIES:	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Complete investigations and assessments of incidents and hazards relating to service areas. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment). • Ensure that safe systems of work are implemented, followed, reviewed and maintained - including; Hazard Identification/Safe Work Methods/Standard Operating Procedures/Work Instructions/Risk Assessments/Audits & Inspections. • Fulfil injury management responsibilities including completion of claims documentation and participation in return to work process for injured employees. • Carry out safety audits of field staff and contractors. • Ensure relevant safety checks and audits are undertaken as required.
GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> • To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
ESSENTIAL SELECTION CRITERIA:	<ul style="list-style-type: none"> • Current Class C SA Drivers Licence. • Certificate 3 in Horticulture. • Strong technical knowledge and competency in service area. • Ability to interpret plans and specifications.

	<ul style="list-style-type: none"> • Demonstrated interpersonal and public relations skills. • High level verbal communication skills and the ability to draft reports and presentations. • Good computer literacy, with competency in Microsoft applications and the ability to learn and use in-house systems. • Experience in the delivery of horticultural services. • Ability to use initiative in dealing with unforeseen circumstances.
DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> • Certificate IV in Leadership and Management. • Experience in the supervision and contract management of parks and landscape service contracts. • Knowledge of budgets and budgeting process. • Ability to program day to day work schedules. • Substantial experience or demonstrated competencies in a similar role. • Sound knowledge of legislation, regulations and Australian Standards pertaining to service areas – in particular: <ul style="list-style-type: none"> – Fire & Emergency Services Act 2005 – NRM Act 2004 – Environmental Protection Act 1993 – Local Government Act 1999 – Bushfire Management – relevant Code of Practices – Contract Management – relevant Australian Standards • Knowledge of functions and services within Local Government. • Knowledge of Council service levels and quality standards.
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Some work after hours may be required • Authorised Officer with specific delegations in accordance with Local Government Act 1999
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

POSITION INCUMBANT NAME:	SIGNATURE:	DATE: