

**Job Title & Position Number:** Town General Hand (Ref: 1296)

**Level:** 2

**Line Manager:** Mullewa Town Leading Hand

**Direct Reports:** Nil

**Location:** Mullewa Depot

**Date Reviewed:** July 2023

## 1. Job Purpose

The Town General Hand undertakes operational activities associated with the provision of parks and town maintenance services to the Mullewa district within the City of Greater Geraldton. Work under direction to ensure all work is carried out within agreed programs and budget constraints and in compliance with City policies, procedures and relevant Australian standards. Key tasks include lawn mowing, garden bed maintenance, weed control, litter management and general maintenance of streets and paths in the Mullewa town.

## 2. Organisational Context

The position of Town General Hand is part of the Maintenance Operations branch within the Infrastructure Services Department. In total, four (4) branches report to the Infrastructure Services Director. Branches include Fleet Services, Project Delivery & Engineering, Climate, Environment & Waste and Maintenance Operations.

## 3. Key Accountabilities

- Carry out maintenance, repairs and installation of Council's parks, recreational facilities and infrastructure to a high standard on a daily basis as directed.
- Operation and maintenance of plant and equipment including hand tools, ride-on mowers, brush cutters and small plant required to maintain parks and garden beds. .
- Parks and reserves maintenance including watering, fertilising, pruning, planting and reticulation.
- General town site maintenance including road and path sweeping, path repair, verge reinstatement and general maintenance duties.
- Actively contribute to a safe working culture including responsibility for duty of care for self and others and complete all required Work Health and Safety procedures to encourage safe and efficient work practices.

- Operate plant and specialised parks maintenance equipment in a competent and safe manner including tractors, mowers and other machinery as required.
- Ensure that regular routine daily maintenance is carried out and that relevant logbooks and pre-start checks are completed.
- Report any damage or faults in relation to the plant and machinery, and any public complaints to the Supervisor as soon as possible.
- Secure all vehicles, plant and equipment in a safe and appropriate area when on site and in the Depot compound.
- All worksites shall be left in a safe and tidy condition irrespective of the time the site is left unattended.
- Maintain and house all PPE (Personal Protection Equipment) in good working condition at all times – report all malfunctions, lost or damaged equipment to the immediate supervisor as soon as possible.
- May be required to assist /perform other duties individually or in team environment within other sections of the work force.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

#### 4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all relevant legislation, including but not limited to workplace discrimination, harassment, victimisation, bullying, fraud and corruption while ensuring compliance with the City's Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required.
- **Values** - create a positive working environment while upholding the City's STARS:

<p><b>SERVICE</b></p> <ul style="list-style-type: none"> <li>• <i>We will make customers the focus of everything we do.</i></li> <li>• <i>Our service will be fair, flexible, innovative and reliable.</i></li> <li>• <i>We will show genuine concern for customers.</i></li> </ul>
<p><b>TRUST</b></p> <ul style="list-style-type: none"> <li>• <i>We will trust the foundation of all relationships.</i></li> <li>• <i>We will rely and depend on each other.</i></li> <li>• <i>Our communications will be open and genuine.</i></li> </ul>
<p><b>ACCOUNTABILITY</b></p> <ul style="list-style-type: none"> <li>• <i>We will honour our commitments.</i></li> <li>• <i>We will take responsibility for our own actions.</i></li> <li>• <i>We won't blame others.</i></li> <li>• <i>We will hold each other accountable for our actions and behaviours.</i></li> </ul>
<p><b>RESPECT</b></p> <ul style="list-style-type: none"> <li>• <i>We will treat others like we would like to be treated.</i></li> <li>• <i>We will listen before we talk.</i></li> <li>• <i>We will seek and value the contributions of others.</i></li> </ul>
<p><b>SOLIDARITY</b></p> <ul style="list-style-type: none"> <li>• <i>We will be united in our decisions.</i></li> <li>• <i>We will be united in our actions.</i></li> <li>• <i>Our strengths will come from interdependence.</i></li> </ul>

## 5. Selection Criteria

**All criteria essential unless otherwise stated.**

### Qualifications and Experience

- MR Class Driver's Licence (desirable)
- White Construction Safety Card
- Current Basic Worksite Traffic Management & Traffic Controller (desirable)
- Tractor, skid steer, bobcat, mini-excavator and chainsaw tickets (desirable)
- Demonstrated experience in the techniques and methods associated with the maintenance of parks, gardens and reserves

- Experience in the safe use of plant and equipment including tractors, mowers, loaders, skid steers and mini excavators
- Experience working as part of a small team to set timeframes in a rural environment
- Basic road maintenance experience, including pothole repairs, signage installation and minor concrete repairs (desirable)

### Knowledge and Skills

- Developing knowledge of horticultural practices and techniques associated with parks and gardens
- Knowledge of WHS procedures including plant and vehicle pre-starts, risk analysis and job safety assessments (JSAs)
- Sound ability to operate small power tools, mobile plant, specialised machinery and vehicles effectively and safely
- Basic written and verbal communication and customer service skills
- Basic ability to use IT hardware such as smart phone and tablet applications
- Demonstrated attention to detail and an awareness of working in high profile areas
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles