



CITY AMENITY OPERATIONS OFFICER POSITION DESCRIPTION

POSITION NO:	2120
CLASSIFICATION:	Band 5
OCCUPANT:	Vacant
DATE:	November 2020

POSITION CONTEXT & OBJECTIVE(S):

To contribute to the effective operation of the Health & Local Laws Branch by providing accurate, efficient and assistance and first time resolutions, to both internal and external customers of Council.

To assist Council's Health Unit and Local Laws Units achieve compliance with its statutory requirements and related programs.

To assist and support Council's Immunisation unit with childhood immunisation clinics, school programs, administration duties and communication of accurate information to the public.

KEY RESPONSIBILITIES AND DUTIES:

1. The coordination, collection and entry of data, ensuring all necessary records and registers are accurately maintained and secure in accordance with relevant legislation and policies.
2. To perform all duties required of the position in a manner that provides efficient, effective and quality services and which leads to the sustained improvement in productivity of the Service Unit and the Council.
3. Train Council staff in the proficient use of the Health and Local Laws Branch related computer programs and processes.
4. Follow through on all commitments made to customers in relation to requests, enquiries and complaints e.g.: prompt and efficient follow-through on action, logging the enquiry, getting back to the customer and forwarding to the relevant officer.
5. Customer service with the effective referral of the needs of customers and community groups, and liaison between them and Council staff where necessary.
6. To provide assistance to the immunisation unit with administration duties, vaccine supplies i.e. monitoring, ordering and maintenance of "cold chain".
7. Administrate and assist in the Declared Fire Season, Parking/Animal infringement and permit system including the issuing of letters and reporting to State Government agencies.
8. Additional duties and responsibilities as required in accordance with the qualification of the successful applicant.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Demonstrated experience and knowledge of working within Local Government and with State Government Departments, consultants, contractors and other organisations.

2. Proven experience with Environmental Health, Immunisation and Local Laws procedures and electronic record management systems such as Techone, *Health Manager*, *Imps* and *Infringe*.
3. Demonstrated mediation, negotiation and dispute resolution skills.
4. Demonstrated ability to work autonomously and contribute as part of a team.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

ORGANISATIONAL RESPONSIBILITIES

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

PRE-EMPLOYMENT CHECKS:

The incumbent must have and maintain a current Police Records (Fit2Work) check:

YES

The incumbent must have and maintain a current Working with Children Check:

NO

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager City Amenity
Supervises:	Nil
Internal Contacts:	Environmental Health Officers, Immunisation Nurses, Maternal & Child Health Nurses, Local Laws Officers and other Council employees
External Contacts:	VicRoads, Department of Health, RSPCA, Prosecutions Officer, Department of Justice, Municipal Association Victoria & CBD business operators, other Councils, Department of Human Services, Environment Protection Authority, Analytical Laboratories, Training Bodies, Australian Childhood Immunisation Register, HPV Register, and the general public.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible to ensure that accurate records are maintained, secure and comply with records management policies, legislation, procedures and requirements.
- Free to act within clear policies and procedures but advice and guidance is always available.
- Decisions and advice impact directly upon individual customer satisfaction and on the handling by other staff of individual customer issues. The officer’s advice also contributes to the development of departmental procedures and systems.
- Understand and observe the risk management policy and related procedures.
- Responsible for maintaining and preparing enquiries and reports to the Health and Local Laws Unit, State Government such as VicRoads and other agencies to the satisfaction of management.

JUDGEMENT AND DECISION MAKING:

- The occupant of this position is required to operate autonomously with minimal supervision.
- Required to make on-the-spot judgements about the handling of a wide range of service matters, including those which present sensitive and/or difficult issues in accordance with Council policies and procedures (e.g.: complaints made by angry customers).
- Decisions about individual customer issues, as well as the advice offered to other staff, must be based on a sound knowledge of the whole of the Council's activities and policies, and must incorporate initiative, flexibility and a capacity to come up with new approaches on a case by case basis.
- Controversial decisions should be forwarded to the Manager Health & Local Laws or the Coordinator of the respective department. Guidance and advice is usually available within timeframes to make a choice if required.
- Dealing with conflict issues with the ability to resolve complex situations.
- Problem solving for complex issues using relevant technical knowledge and experience, and how to utilise Council's policies and procedures.

SPECIALIST KNOWLEDGE AND SKILLS:

- Experience and understanding of local government Local Laws, immunisation procedures, the National Immunisation Program and Health issues with the ability to provide input for continuous improvement.
- Competent, accurate administrative and word processing skills.
- Advanced organisational skills.
- A strong knowledge of and commitment to both the principles and practice of high quality customer and administrative service.
- Capacity to acquire a thorough knowledge of departmental services and procedures.
- Understanding and knowledge of Warrnambool and of services provided by other agencies in the community.
- Strong understanding and ability to operate other data systems, such as Techone, Health Manager, ImPs, Infringe and other Council computer systems and related programs, with a desire for continuous improvement.
- The occupant will be required to train staff in the use of Council's computer programs and processes.

MANAGEMENT SKILLS:

- Ability to determine priorities and achieve deadlines/objectives within a set time table using existing resources available in a set timeframe.
- Ability to assist in organising and conducting workshops and information sessions.
- Demonstrated ability to contribute to team building and participation within the Unit and across the organization to continuous improvement.
- Demonstrate proficiency in time management and priority planning of work amongst competing demands.
- Ability to sensitively manage the more complex or time consuming complaints and enquiries through to completion.
- Able to carry out duties within clearly defined job procedure and policy guidelines.
- Experience in managing databases to the satisfaction of Council and State Government agencies.

INTERPERSONAL SKILLS:

- Proficient written and verbal communication skills.
- Ability to liaise with counterparts in other organisations on specialist matters.
- Presentation of a professional image and a positive and friendly manner.
- Genuine empathy with and respect for customers and a readiness to enjoy direct contact with them.
- Strong commitment to serving the local community.
- Ability to gain the trust of customers and the co-operation of other staff in providing the best possible level of customer service.
- Demonstrated ability to deal calmly and positively with aggression, with the ability to resolve conflict with members of the public.

- Excellent listening skills and the ability to identify customers' needs quickly.
- Demonstrated commitment to the principles and practice of teamwork.
- Ability to treat sensitive or confidential information with discretion.

QUALIFICATIONS AND EXPERIENCE:

- Relevant work experience.
- Current Victorian Drivers Licence.
- Level 2 First Aid
- Formal qualifications with relevant work skills and experience in a direct customer service and/or administrative role and experience in, or knowledge of Local Laws, Environmental Health and Immunisation service areas would be an advantage.

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

Environment	Nil	Light	Average	Constantly
Indoor (office / workshop)			X	
Outside	X			

Physical activities: The work is likely to require a certain amount of physical activity, such as:

Activity	Nil	Light	Average	Constantly
Standing			X	
Sitting			X	
Bending			X	
Walking			X	
Repetitive hand work			X	
Heavy lifting (>15kg)		X		

Plant and Equipment: This role involves working with or near plant or equipment:

Hazard / Activity	Nil	Light	Average	Constantly
Rotating parts	X			
Noisy Environment	X			

Hazard / Activity	Nil	Light	Average	Constantly
Mobile or moving	X			
Strobe or similar lights	X			
Operating plant controls	X			
Driving plant or vehicles	X			
Machinery Vibration	X			
Ability to distinguish between colours	X			
Using hand held tools	X			
Working with irritants, chemicals, fumes and/or dust	X			
Working in hot surroundings	X			

Other activities: This role may also include:

Activity	Nil	Light	Average	Constantly
Talking on the phone			X	
Direct contact with people			X	
Working at heights	X			
Working with animals/ wildlife	X			

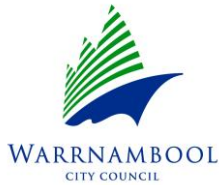
CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):	
Signature:	Date:



CITY AMENITY OPERATIONS OFFICER GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the **Act**).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee's interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee's employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.

- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council's Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community's values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council's Records Management Policy and Council's IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
 - for excessive or unreasonable personal use;
 - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
 - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council's resources, including Council's IT Systems. Filtering systems are installed in the Council's IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked. By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee's use of the

Council's IT Systems and electronic resources, either at the Council's premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council's sustainability objectives and targets into projects, programs and services.
- Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.

Warrnambool City Council's Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in annual Staff Performance Plans with reviews / check-ins. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

HOURS OF DUTY:

Your hours of work will be 76 hours per fortnight, working 8.15am to 5.00pm (inclusive of a 45 minute unpaid break) with entitlement to an RDO (across a 19 day month).

TENURE:

The tenure of this position is temporary full time for a 12 month period.

SALARY:

This position is classified by council as Band 5 and carries a current base salary range of \$66,469 to \$75,790 per annum (exclusive of 9.5% employer superannuation). The actual salary will be agreed with the successful applicant taking into account skill level and experience.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.

LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years' service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.

SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee's benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council's Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer's superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council's Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

SMOKING:

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

Council staff must oblige by using dedicated staff smoking areas when working in high profile areas in proximity to the public

EMPLOYEE BENEFITS:

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

PRIVACY & DATA SECURITY ACT INFORMATION

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The incumbent understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Privacy & Data Security Act 2014, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children's Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their "check" (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants may be required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.