

Position Description

Title	General Hand - Waste		
Directorate	Infrastructure Services		
Business Unit	Waste Services		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2021		
Classification	D		
Reports To	Senior Team Leader - Waste	Direct Reports	0
Internal Relationships	<ul style="list-style-type: none"> • Engineering Services • Parks and Natural Environment • Asset Management • Waste Services • All other relevant business units 	External Relationships	The City of Joondalup has numerous customers with a wide range of service needs including residents, local businesses, contractors, rate payers, community groups, visitors and government departments.

Our Vision

“A Global City: Bold, Creative and Prosperous”

Our Distinguishing Values

- **Bold** – We will make courageous decisions for the benefit of the community and future generations.
- **Ambitious** – We will lead with strength and conviction to achieve our vision for the City.
- **Innovative** – We will learn and adapt to changing circumstances to ensure we are always one step ahead.
- **Enterprising** – We will undertake ventures that forge new directions for business and the local economy.
- **Prosperous** – We will ensure our City benefits from a thriving economy built on local commercial success.
- **Compassionate** – We will act with empathy and understanding of our community’s needs and ambitions.

Position Purpose

- The General Hand - Waste is responsible for collecting litter and general waste across the City's public areas, in addition to operating fleet and plant equipment.

Stakeholder Engagement

- Operate as a part of a team, providing high quality customer service to residents and members of the public.
- Contribute to the achievement of corporate objectives by ensuring all stakeholders are dealt with in a professional and timely manner.

Corporate Responsibilities

- Demonstrate and champion behaviour that is consistent with the City’s values.
- Through the delivery of outstanding service, maintain the City's reputation of customer service excellence.
- Work in a safe manner that will not endanger the health and safety of yourself, other workers or members of the public.
- Meet Work Health and Safety (WHS) and other legislative requirements in accordance with the parameters of the position.
- Report unsafe practices or hazards to supervisors or WHS representatives immediately.
- Support and promote a safe working environment, ensuring that safe working conditions and practices are in place at all times by taking personal ownership of safety.

- Carry out duties in accordance with the City's Code of Conduct and the protocols, procedures and guidelines that support it.
- Recognise our legal and moral responsibilities in keeping children safe from harm and promoting their best interests. It is expected that this position will adhere with the above statement and reporting obligations whilst completing their duties.
- Carry out all other duties as deemed reasonable and appropriate to the scope and classification of the role as directed from time to time.
- The City of Joondalup is committed to fairness, equity, diversity, and inclusion within all organisational practices and is an Equal Opportunity employer. We provide opportunities and support to build a diverse workforce and inclusive workplace that reflects the community we serve. The City encourages Aboriginal and Torres Strait Islander peoples, people of culturally and linguistically diverse backgrounds, people with a disability, people of all ages, sexualities and genders to apply for advertised positions.

Key Position Responsibilities

- Undertake activities in accordance with the business unit plan, project plan, other relevant plans and budgets and within agreed timeframes.
- Ensure all works are undertaken in a productive and timely manner in accordance with City guidelines, ISO 9001, specifications, procedures and adopted practices.
- Ensure diligence in relation to the use and user maintenance of plant and equipment in accordance with manufacturer's instruction and safe operating procedures.
- Ensure that traffic management operations are conducted safely and in accordance with the current Main Roads Code of Practice.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

Accountability and Extent of Authority

- Works under general supervision.
- Responsible for quality and standard of work performed.
- Responsible for materials, tools, equipment, vehicles and plant in the employee's use and used by others under their guidance.
- Problem solving may require some originality in approach including applying previously encountered solutions or experience.
- Responsible for quality and standard of work performed, including work of other employees.

Key Result Areas

Service Delivery	<ul style="list-style-type: none"> • Undertake litter collections across the City's public areas including coastal foreshores, parks, City centre and main arterial roads. • Assist in removal of illegally dumped litter and waste. • Carry out maintenance and replacement of public litter bins and associated inventory including poles, signs, bin enclosure frames, and dog bag stands. • Carry out inspection and maintenance on waste inventory and equipment across the City. • Undertake inventory control in Waste Stores. • Perform tasks related to waste collection, including changing of lids and bins, cleaning and disinfecting items, and applying stickers onto bins. • Collect, weigh, and record waste items including dry cell batteries, fluorescent globes, corks and e-waste. • Undertake waste and recycling audits of bins in identified centres including sorting, weighing, and recording of items. • Provide advice to the Waste Services team as required. • Collect data on installation, replacement and maintenance/condition relevant to public litter bins. • Update work orders and allocated tasks through the City's electronic work management system / device. • Identify faults and required maintenance and report through the City's electronic work management system/device. • Comply with the City's processes, work practices and documentation to support maintaining Quality Management System and ISO 9001 certification.
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	<ul style="list-style-type: none"> • Display attitudes and behaviours that support a culture of continuous improvement across the Infrastructure Services Directorate. • Perform other duties as requested within the scope of this level in accordance with skills, knowledge and experience.
Fleet and Equipment Maintenance	<ul style="list-style-type: none"> • Operate fleet, including ATV, and plant equipment to carry out Waste Services scheduled and reactive maintenance. • Operate and maintain machinery and plant equipment in accordance with manufacturer's instruction and safe operating procedures. • Report any defects, loss or damage to machinery or plant equipment to Senior Team Leader – Waste.

Classification Descriptors

Skills	<ul style="list-style-type: none"> • Good skills in manual operations such as litter pick up, utilising hand pickers, vehicle and trailers. • Good skills in manual repair of park bins and park bin maintenance. • Good interpersonal and communication skills with the ability to follow work instructions. • Ability to use initiative whilst working in a team environment or independently with limited supervision. • Good time management and organisational skills with the ability to prioritise multiple tasks. • Demonstrated problem solving skills. • Demonstrated basic level of computer literacy including the ability to operate a handheld device.
Knowledge	<ul style="list-style-type: none"> • Municipal waste and recycling collections including an understanding of waste collections and disposal principles. • Manual repair of park bins and park bin maintenance. • Plant and equipment in connection with waste management processes. • Traffic management. • Work Health and Safety requirements relevant to this role including Material Safety Data Sheets.
Experience	<ul style="list-style-type: none"> • Minimum of one year's experience litter bin collections in public areas and pedestrian litter collections. • Manual operations and the use of small plant and equipment including trailers and hand tools. • Completing designated tasks to expected standards within relevant timescales. • Traffic management and traffic control.
Qualifications / Clearances	<ul style="list-style-type: none"> • Appropriate plant operating certificates. • WA MR Class Drivers Licence. • Construction Safety Induction Card (White Card). • Basic Worksite Traffic Management and Traffic Control Certificates. • Current First Aid Certificate including CPR (HLTAID011 and HLTAID009).