

POSITION DESCRIPTION

POSITION: Works Assistant (Floating – Open Spaces) – Casual Pool	
DIRECTORATE: City Infrastructure	GROUP: Transport and Open Space Services
SECTION: Open Space Services	REPORTS TO: Maintenance Coordinator Recreational Spaces; Maintenance Coordinator Horticulture; Maintenance Coordinator Botanic Gardens and Cemeteries
GRADE: B	EMPLOYMENT TYPE: Casual
HOURS/WEEK: Casual	POSITION No.: 948
DATE: May 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE SECTION

Our Transport & Open Space Services Group is responsible for planning, delivering and maintaining the City's road networks, drainage, footpaths and cycleways, reserves, parks, playgrounds, public amenities and other open spaces.

POSITION OBJECTIVES

The Works Assistant (Floating - Open Spaces) role is responsible for undertaking maintenance tasks and activities such as cleaning, gardening, mowing and general routine maintenance of the City's reserves, parks and gardens, playgrounds and playground equipment, public amenities (toilets), barbeques, structures, fences and related components such as tools, equipment and plant.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Undertake general maintenance activities such as cleaning picnic and barbeque areas, amenities blocks, playground areas and equipment, structures, fences, and other related infrastructure and components.
- Assist in duties associated with horticultural and turf maintenance programs for general parks and other identified areas, as well as routine asset maintenance and repairs of those areas.
- Assist with plant and truck operations as required.
- Assist in planning day-to-day works to optimise the use of plant, materials, time, and resources.
- Assist and undertake maintenance activities in line with the City's operational plan, budget, and required technical, safety, and environmental standards.
- Assist in solving non-complex technical problems related to trucks, plant and other equipment.
- Use mobile technology and the City's maintenance management system to organise works, record data, and report as required.
- Proactively report any defects or problems with City assets using the appropriate systems and processes.
- Assist with monitor costs during works to ensure they stay within budget and escalate to the people leader as necessary.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.
- Undertake work outside of ordinary hours (overtime) as required from time to time to ensure the effective and efficient completion of duties.

KEY RELATIONSHIPS

Internal

- Group Leader Transport and Open Space Services
- Section Leader Open Space Services
- Maintenance Coordinator Recreational Spaces
- Maintenance Coordinator Horticulture
- Maintenance Coordinator Botanical Gardens and Cemeteries
- Works Supervisor – Mowing
- Works Supervisor - Foreshores
- Open Spaces staff.

External

- Contractors
- Members of the public.

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, the ordinary hours of work will generally be between 6:00 and 18:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements meet the criteria for payment in accordance with the Award or the City's EA:
 - Meal Allowance
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatis A and B
 - Tetanus
 - Q Fever
- This position is located at Nana Lane Depot, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the workday – depending on the nature of the tasks undertaken. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate III Horticulture or Civil Construction or equivalent, and/or demonstrated relevant work experience.
- National Construction Induction Certification (Whitecard).

Desirable

- AQF3 Chemical Accreditation
- SafeWork NSW Implement Traffic Control Plans (TCP)
- First Aid Certificate
- Medium Rigid (MR) Drivers Licence.

CAPABILITIES

- Demonstrated experience in gardening, labouring or horticultural operations.
- Demonstrated experience in the maintenance of green spaces including operating small plant such as mowers, brush cutters, blowers, power sprays.
- Demonstrated sound keyboard and computer literacy skills.
- Demonstrated sound interpersonal, oral and written communication skills.
- Demonstrated ability to work in a team, and unsupervised.
- Demonstrated ability to follow instructions.
- Demonstrated ability to solve problems.
- Demonstrated reliability
- Demonstrated knowledge and understanding of Work Health & Safety procedures, policies and Legislation.

**Position Demands Analysis
Works Assistant (Floating) – Casual Pool**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	2
Light work Lifting 4.5 - 9.1kg	3	Extend arms for reaching	2	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	2	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	2	Standing for extended periods	2	Balancing	1
Repetitive Lifting	2	Walking for extended periods	1	Hearing above background noise	2
Pulling Loads > 5kg	2	Walking on uneven ground	1	Depth perception	0
Pushing loads > 5kg	2	Frequent bending / stooping	1	Colour vision	3
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	1
		Throwing	1		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	3
Hard hat	2	Protective eyewear	3	Breathing Apparatus (BA)	0
Ear plugs / muffs	3	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	1
Liquids	0			Possible exposure to sharps	1
Herbicide spraying	1			Possible exposure Q Fever	1
Pesticide spraying	1			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	1
PHYSICAL/PSYCHOLOGICAL					
Inside work	0	Working near machinery	3	Slippery surfaces	2
Outside work	3	Operating machinery	3	Low light areas	0
Confined spaces	0	Vibration	1	Shift work	0
Working alone	2	Working at heights	1	Use of computer for screen-based activities	1
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	2	Fatigue	2	Violence/aggression from animals / wildlife	1