



Carrathool Shire Council

POSITION DESCRIPTION

Town Maintenance/Caravan Park

DIRECTORATE	GENERAL MANAGER
REPORTS TO	BUILDING & REGULATORY SERVICES MANAGER
CLASSIFICATION	BAND 1 LEVEL 3
GRADE WITHIN SALARY STRUCTURE	6
STATUS OF EMPLOYMENT	PERMANENT FULL TIME
HOURS OF WORK	38
POSITION CODE	3430
DATE APPROVED	4 DECEMBER 2024

Council overview

Carrathool Shire Council is a large rural Council, having an area of 19,000 square kilometres and five urban centres. The Council is traversed by the Murrumbidgee and Lachlan Rivers, the Mid Western Highway and the Kidman Way. Agribusiness is growing and has diversified greatly, and now includes enterprises such as cotton, walnuts, olives, rice, corn, cherries, and chicken farm developments with capital investment in the range of \$500 million. The area is thriving, and so are the opportunities.

Council vision

Carrathool Shire Council and the community will work together to protect and deliver quality of life in harmony with economic development and environmental sustainability.

Primary purpose of the position

To undertake routine and reactive maintenance work to ensure parks, reserves and facilities are maintained in a safe and attractive way, and undertake office administration, accommodation bookings, cleaning, customer service, grounds maintenance and caretaking duties at the Hillston Caravan Park.

Key accountabilities

Within the area of responsibility, this role is required to:

- Maintain office and attend to client bookings.
- Reconciliation of daily accounts and payments in line with current process.
- Provide an excellent level of customer service.
- Attend to the timely check in/out of guests.
- Verbally inform visitors of conditions of occupancy and Park rules.
- Clean and maintain laundry, ablution areas, public amenities and conveniences and restock as required.
- Clean office and ensure it is presented in a tidy manner.
- Report any damage/general repairs.
- Opening and closing of office.
- Carry out general gardening duties and grounds maintenance – including, pruning, watering, mowing, chemical applications, turf and street tree maintenance, install and maintain irrigation systems and weeding to present attractive facilities to the public.
- Operate Council’s machinery and small plant items in a safe manner.
- Empty litter bins and sweep and clean gutters and other public areas to provide effective litter control.
- Install, repair and maintain playground equipment and soft fall areas to ensure the facilities are safe working appropriately.
- Carry out other duties that are within the limits of the employee skills, competence and ability as required.

Organisational accountabilities and responsibilities

Customer Service	<ul style="list-style-type: none"> • Ensure an efficient, courteous and professional service to internal and external customers at all times. • Always present a positive image of Council.
Governance	<ul style="list-style-type: none"> • Carry out work in line with relevant legislative requirements, codes, practices, and standards. • Carry out their duties in a professional and ethical manner, in compliance with the requirements of Council policies and procedures. • Take responsibility for and manage own work and contribute to a productive work environment. • Comply with Council’s Code of Conduct and requirements of EEO and anti-discrimination policies. • Ensure accurate and timely record keeping in accordance with Council’s requirements.
Work Health and Safety	<ul style="list-style-type: none"> • Perform work in accordance with WHS Legislation and Council’s policies and procedures. • Report all near misses/accidents, injury and illness as per Council policies to the immediate supervisor. • Contribute to work health and safety of self and others. • Attend and participate in all training as directed.
Risk Management	<ul style="list-style-type: none"> • Assist council supervisors and managers in identifying and assessing hazards at the workplace. • Be aware of and follow Council’s risk management procedures when undertaking tasks or projects. • Do not interfere or misuse any safety device or equipment which has been provided.
Environmental	<ul style="list-style-type: none"> • Consider the protection of the environment when undertaking Council activities.

Key relationships

Internal	External
Manager Community Development & Projects	Tourists
Town Maintenance Overseer	Members of Public
Other Staff	

Compulsory requirements of the position

- The successful candidate will be required to undertake pre-employment screening and achieve a satisfactory outcome.
- It is an inherent requirement of this position that the successful candidate be immunised as one form of control to minimise workplace illness/disease. The following vaccinations are required and will be arranged upon commencement – Hepatitis A and B and/or Tetanus.

Essential requirements

1. Demonstrated experience in cash handling (including the use of eftpos) and reconciliation.
2. Demonstrated commitment to providing a high level of customer service experience.
3. Developed interpersonal skills with the ability to communicate effectively and negotiate conflict resolution.
4. Demonstrated experience in the use of Microsoft Office programs and computer literacy.
5. Ability to maintain amenities to a high standard.
6. Experience in general garden maintenance and labouring activities.
7. Working ability to operate and maintain gardening equipment and small items of plant.
8. Demonstrated knowledge of safe manual/mechanical handling procedures and skills.
9. General Induction for Construction certificate (white card).
10. Class C driver's licence.





Desirable requirements

1. Current First Aid Certificate.
2. Current Chemical Accreditation – AQF Level III
3. Qualifications in Traffic Control

Capabilities for the role

Carrathool Shire Council's Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance, or, "how we do things around here". It builds on our organisational values and creates a common sense of purpose for all staff at all levels of the workforce. Below is the full list of capabilities and the level required for this position. The capability names in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Core Organisational Capabilities









Capability Group	Capability Name	Level	Stream
 Personal attributes	Manage Self	Foundational	2
	Display Resilience and Adaptability	Foundational	1
	Act with Integrity and Courage	Foundational	4
	Demonstrate Accountability	Foundational	3
 Relationships	Communicate and Engage	Foundational	3
	Community and Customer Focus	Intermediate	1
	Work Collaboratively	Intermediate	2
	Influence and Negotiate	Foundational	4
 Results	Plan and Prioritise	Foundational	4
	Think and Solve Problems	Foundational	2
	Create and Innovate	Foundational	3
	Deliver Quality Results	Foundational	1
 Resources	Finance	Foundational	3
	Assets, Tools and Resources	Foundational	1
	Technology and Information	Foundational	2
	Procurement and Contracts	Foundational	4

Streams

Streams identified for the position are the remainder capabilities prioritised in order for future development and progression. These must be demonstrated to progress through further steps. For further details of these capabilities refer to Councils Capability framework.

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Core Organisational Capabilities		
Group and Capability	Level	Behavioural Indicators
 <p>Personal Attributes Display Resilience and Adaptability</p>	<p>Foundational</p> 	<ul style="list-style-type: none"> Shows adaptability to changing work tasks and environments Shows an openness to new ways of doing things Stays calm in difficult situations Does not easily give up when problems arise Asks questions and offers opinions
 <p>Relationships Community and Customer Focus</p>	<p>Intermediate</p> 	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
 <p>Results Deliver Quality Results</p>	<p>Foundational</p> 	<ul style="list-style-type: none"> Clarifies work required and timeframe available Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time, and to the required standard
 <p>Resources Assets, Tools & Resources</p>	<p>Foundational</p> 	<ul style="list-style-type: none"> Effectively uses a variety of work tools and resources to enhance work products and expand own skills set Takes care of work tools, equipment, accommodation and community assets appropriately, and understand their obligations to use and maintain work tools and equipment appropriately Reports faults or problems with work tools and equipment within appropriate timeframes

Progression skills, qualifications and experience

Progression through the salary system is based upon the acquisition and use of skills and/or employee performance/behaviour. Below are the skills required for progression at each step at and above:

Step 1 (Entry Level) Essential Criteria	<ul style="list-style-type: none">• Demonstrated experience in cash handling (including the use of eftpos) and reconciliation.• Demonstrated commitment to providing a high level of customer service experience.• Developed interpersonal skills with the ability to communicate effectively and negotiate conflict resolution.• Demonstrated experience in the use of Microsoft Office programs and computer literacy.• Ability to maintain amenities to a high standard.• Class C driver's licence.
Step 2	<ul style="list-style-type: none">• Prerequisites from Step 1 plus:• Council's general induction completed.• Demonstrated ability to accurately and effectively take bookings using councils POS System.• Demonstrates Stream 1 Capabilities.
Step 3	<ul style="list-style-type: none">• Prerequisites from Steps 1 and 2 plus:• Attainment of Chemical accreditation – AQF Level III.• Attainment of Sharps Handling accreditation.• Demonstrates Stream 1 and 2 Capabilities.
Step 4	<ul style="list-style-type: none">• Prerequisites from Steps 1, 2 and 3 plus:• Demonstrated ability to competently operate council plant such as mowers, edgers and other gardening equipment.• Demonstrates Stream 1, 2 and 3 Capabilities.
Step 5	<ul style="list-style-type: none">• Prerequisites from Steps 1, 2, 3 and 4 plus:• Demonstrated ability to effectively clean and maintain the parks amenities, cabins and grounds.• Demonstrates Stream 1, 2, 3 and 4 Capabilities.

Additional information

This position description is indicative and not to be considered as a comprehensive, complete, and/or exhaustive list of responsibilities, duties, and accountabilities. Just as Council is adaptive and responsive, Council's roles are similarly dynamic. This role may evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation, or as a result of ongoing professional learning, organisational development or continuous improvement, which are fundamental tenets of Council's operations.

Declaration

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Carrathool Shire Council from time to time as necessary.

Employee's Name _____

Employee's Signature _____ Date ____ / ____ / _____

HR Signature _____ Date ____ / ____ / _____