

POSITION DESCRIPTION

TEAM MEMBER - TRADES

Position Title:	Team Member - Trades
Responsible To:	Maintenance Manager
Department:	Operations
Classification Level:	4

OUR VISION

West Beach Parks is a world-class tourism, sport and recreation precinct, providing exceptional leisure experiences.

OUR PURPOSE

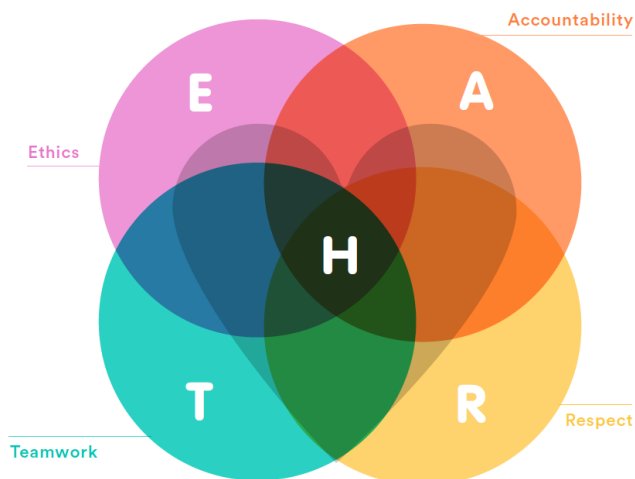
To develop, enhance and promote West Beach Parks for the benefit and enjoyment of the community and visitors.

OUR VALUES

HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.





Primary Purpose Of Role

Maintains the West Beach Parks Precinct built facilities for sporting, leisure, recreation and tourist accommodation purposes to agreed standards for appearance, relevant sporting and competition standards and/or other needs that support pleasurable, memorable and safe experience for users. Areas of work include painting, electrical work, plumbing, carpentry, general maintenance etc.

Key Result Areas

Responsibilities

Measures

Maintenance

- Carry out tasks related to the maintenance of facilities, including (but not limited to) undertaking general work in the areas of electrical, plumbing, painting, carpentry and general maintenance to an agreed control and continuous improvement system that includes agreed standards for setting, monitoring and enhancing work quality, quantity, time and cost;
- Set up and operate machinery required to complete the tasks and activities allocated to agreed control system operating policies, performance standards, procedures and work instructions;
- Perform all activities, tasks and procedures safely and productively using resources such as equipment, materials and chemicals with minimal waste and efficiently;
- Ensure all chemicals, fuels and lubricants are safely handled and stored in accordance with supplier recommendations and work, health and safety (WHS) requirements;
- Ensure the facilities are provided in a safe and functional condition by undertaking regular checks, maintain check lists, documentation and reporting all potential risks and faults.

- Prioritises and carry out required tasks accurately and in a timely manner.
- Exercises sound judgment in the selection of a range of tools, equipment methods or processes to complete tasks.
- Completes tasks in line with policies, standards and procedures.
- Duties undertaken with enthusiasm.
- Nil recorded avoidable safety issues.



<p>Planning and Organising</p>	<ul style="list-style-type: none"> ▪ Maintain record and prepares information including timecards and reports on performance and activities to agreed standards for completeness, accuracy, reliability and timeliness; ▪ Contribute individually or as part of a team on projects, facilities and operational planning or continuous improvement initiatives to enhance facilities and grounds for user/customer enjoyment; ▪ Actively participate in designing performance standards, activities, tasks, procedures, training and other skill and knowledge improvement activities as requested by the Trust. 	<ul style="list-style-type: none"> ▪ Records and reports in a timely and accurate manner. ▪ Problems or potential problems are identified and timely, adequate corrective action is taken. ▪ Personal work practices promote teamwork and unity.
<p>Customer Service</p>	<ul style="list-style-type: none"> ▪ Assist and respond to external and internal customer request and comment in a courteous manner and follow up with remedial action where applicable. 	<ul style="list-style-type: none"> ▪ Timely response to requests. ▪ Positive customer satisfaction. ▪ Demonstrates strong and effective communication skills with internal staff.



Our Values

ETHICS – we do the right thing

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

ACCOUNTABILITY – we own our actions and behave responsibly

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

RESPECT – for our visitors, each other, and our environment

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

TEAMWORK – we work together to create and deliver a great visitor experience

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



Competency Areas

Customer Experience	<p>I demonstrate the ability to provide high quality customer service in line with WBP Customer Experience (CX) Promise.</p> <ul style="list-style-type: none"> - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. - Communicate, communicate, communicate.
Work Health and Safety	<p>I promote a safe working environment by acting as a role model, wearing/using safety equipment and always following and supervising WHS procedures.</p> <p>I ensure that I take reasonable care for my own health and safety and take reasonable care to ensure that my actions or omissions do not adversely affect the health and safety of others.</p>
Achievement Orientation	<p>I enjoy achieving required results for all tasks.</p> <p>I approach new challenges with a confident “can do” attitude.</p> <p>I guide my own actions and approaches to task achievement.</p> <p>I show pride when standards are met.</p> <p>I prioritise and adhere to agreed timings.</p>
Continuous Improvement	<p>I demonstrate the ability to identify issues and to implement opportunities for improvement by developing, implementing, and maintaining processes and systems.</p>

Selection Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Qualifications	<ul style="list-style-type: none"> ▪ Recognised trade qualification ▪ Current Driver’s Licence ▪ Current Police Clearance 	Essential
Experience	<ul style="list-style-type: none"> ▪ Significant experience, competency and knowledge in at least one trade area (i.e. electrical work, carpentry, plumbing or painting) 	Essential



Skills and Knowledge	<ul style="list-style-type: none"> ▪ Knowledge of maintenance standards for the appearance and functionality of accommodation facilities to meet industry, regulatory standards, guest needs and expectations ▪ Demonstrated ability to work to an agreed quality control system which includes compliance with performance standards, policies, procedures and work instructions ▪ Significant knowledge of trade principles and practices and effective interpretation of instructions in carrying out activities and tasks ▪ Demonstrated ability to apply work including using sound judgment in determining and modifying set maintenance programs to cater for customer demands and/or seasonal variations ▪ Use of initiative and creativity to anticipate risks and problems and proactively provide or implement solutions ▪ Practical knowledge of WHS and quality control principles and their application in a variety of situations ▪ Effective application of problem analysis and decision-making techniques to solve day to day operational issues under broad guidelines ▪ Ability to work positively, cooperatively and productively in a team environment including treating others with respect ▪ Effective written and oral skills to maintain records prepare information and report on performance and activities ▪ Knowledge of West Beach Parks’ standards for the maintenance and functionality of facilities to meet industry, sporting, regulatory standards, guest needs and expectations. 	Essential
		Desirable

Resources and Budget

Number of Staff reporting to position	0
Financial Delegation (\$)	Nil
Special Conditions	<p>A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements.</p> <p>This position will be shift work rostered over 7 days based on operational requirements.</p> <p>Uniform will be provided and is to be worn whilst on duty.</p>



Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name: _____

Signature: _____ Date: _____