



## Position Description

POSITION TITLE:	Depot Support Officer
REPORTS TO:	Fleet and Depot Overseer
LOCATION:	Kyogle Council Works Depot
WORK AREA:	Assets and Infrastructure Services
SALARY GRADE:	Grade 4
REMUNERATION PACKAGE:	Superannuation Access to a range of salary packaging benefits
HOURS OF WORK:	38 hours per week, 9 day fortnight

### *Our Mission*

To meet the challenges of our unique and diverse region

### *Purpose of Position (purpose / objective of the position)*

To provide efficient and courteous service as a member of Council's Depot team in accordance with Council Policies and procedures.

### *Award Provisions*

Award: Local Government (State) Award 2020

Award Level: Band 1 Level 4

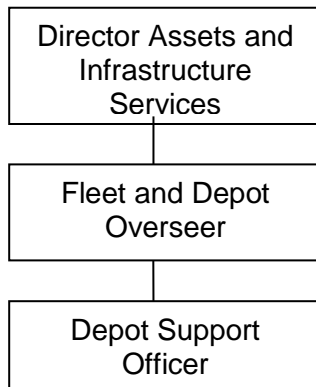
**Organisational Relationships:**  
*(the type of client/customer/community relationships that are critical to the effective functioning of the job)*

WITHIN DEPARTMENT:      Director Assets and Infrastructure Services  
   Fleet and Depot Overseer  
   Storekeeper/Yardperson

WITHIN COUNCIL              Technical and Professional Staff  
   Operational and salary staff

EXTERNAL TO COUNCIL      Businesses & community  
*(e.g. community, business & other government)*  
   Government Departments  
   Suppliers  
   Contractors

**Organisational Chart:** *(Direct reporting relationships)*







## *Schedule of Duties*

- Assist in providing a purchasing service for Departments of Council to ensure efficient and effective operation of Council's operations.
- Complete requisitions, arrange quotations, complete orders and confirm with appropriate authority in accordance with Council procedures.
- Assist Fleet and Depot Overseer in carrying out annual procurement of suppliers of goods and services as required in accordance with statute and policy.
- Maintain awareness of Council protocol and policies.
- Prepare and maintain a register of standards and specifications for regularly used items in consultation with end users.
- Answer/process general enquiries on Council functions relating to position.
- Operate Council's forklift in a safe manner.
- Maintain Council's Plant Maintenance System.
- Coordinate and administer Depot communication system.
- Operate office equipment (photocopier, facsimile, calculator)
- Coordinate weekly reporting of data fuel system.
- Assist in undertaking of store stocktaking.
- Provides support to store person in the maintenance and monitoring of First Aid Kits.
- Ensures occupational health and safety is practiced in the workplace in accordance with relevant standards and council policy.
- Provide administrative / secretarial assistance (eg preparation of letters, reports)
- Other duties as directed.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b>	<b>Adept</b>
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 <b>Results</b>	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	<b>Deliver Results</b>	<b>Adept</b>
 <b>Resources</b>	Finance	Foundational
	<b>Assets and Tools</b>	<b>Intermediate</b>
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

## 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 satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Encourages an inclusive, supportive and co-operative team environment</li> <li>• Shares information and learning within and across teams</li> <li>• Works well with other teams on shared problems and initiatives</li> <li>• Looks out for the wellbeing of team members and other colleagues</li> <li>• Encourages input from people with different experiences, perspectives and beliefs</li> <li>• Shows sensitivity to others' workloads and challenges when asking for input and contributions</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Takes responsibility for the quality and timeliness of the team's work products</li> <li>• Ensures team understands goals and expectations</li> <li>• Shares the broader context for projects and tasks with the team</li> <li>• Identifies resource needs, including team, budget, information and tools</li> <li>• Allocates responsibilities and resources appropriately</li> <li>• Gives team members appropriate flexibility to decide how to get the job done</li> </ul>
<b>Resources</b> Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill set</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>

## *Essential and Desirable Criteria*

### Essential:

- School certificate or equivalent
- Proficient in the use of Microsoft office packages and working knowledge of computer based stores and purchasing systems.
- Possession of Class C Drivers Licence
- Proven high level of communication skills
- Proven ability and experience in purchasing and storekeeping procedures
- Proven ability to work independently and in a team environment
- Proven experience in office procedures and record keeping.
- Demonstrated knowledge and understanding of the principles and practices of Equal Employment Opportunity and Occupational Health and Safety and an ability to apply them to the work practices.

### Desirable:

- Understanding of bookkeeping principles.
- Possession of WorkCover Forklift Ticket
- Experience in local government
- Demonstrated interpersonal and negotiation skills.

## *Verification of Qualifications*

### Guidelines:

- All original certificates must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants are to sign a declaration that states qualifications are genuine and acknowledges that false claims can lead to dismissal.

## *Working with Children Check*

The position is subject to the requirements of the Child and Young Person Protection legislation and all applicants will be required to complete a Prohibited Employment Declaration at the time of their application.

## *Job Specific Skills and Performance Standards Required*

NB: This section of the position description will be used to assess staff in the job specific skills. Staff are expected to have achieved the performance standard required of all skills within each step before progression to the next step.

Skills	Performance Standard Required
Answer and process general verbal and written enquiries/requests.	<ul style="list-style-type: none"> <li>• Answers/requests for action or information are handled assertively and diplomatically using correct protocols, and confidentiality is maintained where appropriate.</li> <li>• Accurate information is recorded or relayed to provide the service requested.</li> <li>• All processes involved are carried out within the agreed Council timeframes.</li> <li>• Provides accurate and courteous service.</li> </ul>
Complete standard forms and reports	<ul style="list-style-type: none"> <li>• Able to print and write information legibly and clearly.</li> <li>• Understands Council procedures relating to regularly used standard forms and reports.</li> <li>• Requisitions are accurately completed with correct job and provider numbers.</li> <li>• Completes forms to agreed timeframes.</li> </ul>
Undertake and observe employment conditions and Council Human Resources Policy and procedures	<ul style="list-style-type: none"> <li>• Able to interpret regularly used employment conditions, policies and procedures</li> <li>• Adheres to Employment Conditions and Council Policies and Procedures.</li> <li>• Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practice of Equal Employment Opportunity, Environmental protection and Ethical Conduct.</li> </ul>

Implement WH&S in the workplace	<ul style="list-style-type: none"> <li>• Understands WH&amp;S as it applies to their immediate work area.</li> <li>• Understands risk management issues as they apply to their immediate work area</li> <li>• Able to practically apply basic WH&amp;S in their daily work</li> <li>• Complies with Council policies and procedures on a safe workplace (eg., no smoking, alcohol in the workplace)</li> </ul>
Use of technology	<ul style="list-style-type: none"> <li>• Apply organizational software packages (eg. Microsoft Word, Excel, Outlook) to facilitate work.</li> <li>• Understands and uses job specific software to facilitate work.</li> <li>• Mobile phones are connected and programmed for council requirements.</li> </ul>
Answer incoming telephone calls and two way radio	<ul style="list-style-type: none"> <li>• All equipment is used efficiently and maintained correctly.</li> <li>• Calls are answered promptly, clearly and politely using council standards.</li> <li>• Friendly assistance is offered to the caller and the purpose of the call is accurately established.</li> <li>• Caller inquiries are answered or transferred to the appropriate location/person.</li> <li>• Requests are accurately recorded and passed to the appropriate department/ person for follow up.</li> <li>• Messages are accurately relayed to the nominated person within designated timelines.</li> <li>• Threatening or suspicious calls are promptly reported to the appropriate person.</li> </ul>
Records/Information management	<ul style="list-style-type: none"> <li>• Files materials accurately and according to Council's records management policies and procedures.</li> <li>• Maintains a register of standards and specifications for regularly used items in consultation with end user.</li> <li>• Maintains a current inventory of preferred suppliers.</li> </ul>



<b>Step 1</b>	
Undertake Purchasing	<ul style="list-style-type: none"> <li>• Purchasing requirements are identified from work requests and confirmed, if necessary, with the appropriate authority in accordance with Council procedures.</li> <li>• Quantities, specifications and price limitations and delivery requirements are determined in accordance with Council requirements.</li> <li>• Negotiates prices and arranges the delivery of goods and services with suppliers.</li> <li>• Completes requisitions, arranges quotations, completes orders and confirm with appropriate authority in accordance with Council procedures.</li> <li>• Materials/goods are checked/inspected on receipt.</li> <li>• Purchases are accounted for in accordance with Council policies and procedures.</li> <li>• Delivery notes and backorder lists are maintained and acted on.</li> </ul>
Establish Purchasing Networks	<ul style="list-style-type: none"> <li>• Links are established with other organizations for improving purchasing power and knowledge.</li> <li>• Networks are maintained for information flow and combined purchasing power.</li> <li>• Relevant information is provided to end users and feedback is encouraged.</li> <li>• Information is used to make decisions on supply issues.</li> <li>• Determines preferred suppliers for goods, materials and services on a regular basis.</li> </ul>
Deliver Customer Service (Internal and external customers)	<ul style="list-style-type: none"> <li>• Use effective questioning and listening techniques to identify customer requirements.</li> <li>• Display a helpful and courteous attitude when responding to customer enquiries.</li> <li>• Information supplied to customers is up to date.</li> <li>• Requests are dealt with in a timely manner.</li> <li>• All documentation and/or records are completed as per Council policies and procedures.</li> <li>• Customer requests are followed up within the agreed timeframes.</li> <li>• Security procedures are adhered to.</li> </ul>
Undertake Word Processing	<ul style="list-style-type: none"> <li>• Create documents using document templates as required.</li> <li>• Use various tools including help, search and replace, spell check and other formatting tools throughout the drafting of a document.</li> <li>• Save documents to correct directories/folders.</li> <li>• Print Document and deliver to author as required for signing.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Develops practical solutions to daily work issues.</li> <li>• Applies a range of problem solving strategies.</li> <li>• Shows independence and initiative in identifying problems and solving them.</li> </ul>

<b>Step 2</b>	
Administrative Services	<ul style="list-style-type: none"> <li>• Provides a variety of administrative services as required.</li> <li>• Operates photocopiers, fax machines and other depot office equipment in accordance with manufacturer and council requirements.</li> <li>• Services are carried out according to Council policies and procedures and within agreed timeframes.</li> </ul>
Investigate and resolve complaints and requests	<ul style="list-style-type: none"> <li>• Establishes details of the complaint/request.</li> <li>• Resolves complex issues; refers issue to the relevant officer if resolution not possible.</li> <li>• Identifies appropriate options for resolving the complaint or dealing with the request.</li> <li>• Records an accurate summary of any complaint.</li> </ul>
Maintain Council's Plant Maintenance system	<ul style="list-style-type: none"> <li>• Plant maintenance requirements are accurately recorded into system.</li> <li>• New plant items are added to plant system as delivered.</li> <li>• Plant history records are maintained.</li> <li>• Job sheets are generated from plant inspection checklists, on a daily basis or as directed by Plant and Depot Coordinator or Workshop Supervisor.</li> </ul>
Data Fuel	<ul style="list-style-type: none"> <li>• Prepares weekly reports on data fuel system.</li> <li>• Organises key programming and console repairs as required.</li> <li>• Reports are clear and concise and submitted within specified timeframe.</li> </ul>
Undertake Stock Takes and Audits	<ul style="list-style-type: none"> <li>• Stock takes are performed and completed with specified time frame.</li> <li>• Checks are put in place to record items accurately.</li> <li>• Appropriate counting procedures are followed.</li> <li>• All paperwork is completed accurately and within agreed timeframes.</li> <li>• Physical stock is reconciled with computer stock reports.</li> <li>• Discrepancies and variations are investigated as required.</li> <li>• Write-offs and Write-ups are prepared and authorised by the appropriate personnel.</li> <li>• Journal entries are prepared and authorised by the appropriate personnel.</li> </ul>
Report Generation.	<ul style="list-style-type: none"> <li>• Generates reports from various systems as required.</li> <li>• Provides staff with various reports as required.</li> </ul>

<b>Step 3</b>	
Customer Service	<ul style="list-style-type: none"> <li>• Responds promptly to more complex enquiries and gives correct advice and information using appropriate communication methods.</li> <li>• Uses advanced communication skills to deal with difficult situations.</li> </ul>
Prepares Complex Word processing Documents	<ul style="list-style-type: none"> <li>• Be able to word process and format complicated documents.</li> <li>• Be able to use features of the package such as creating mail lists for merging, modifying toolbars, creating and using macros and tables, inserting images and/or graphics, importing and formatting objects such as spreadsheets and charts to fit word processing documents.</li> </ul>
Development of work Procedures Guides.	<ul style="list-style-type: none"> <li>• Manuals and user guides are accurate and user friendly.</li> <li>• Consideration is given to the user and the environment in which the manual/guide will be used.</li> <li>• Responsibility for all updates and changes to the procedures or manuals is assigned or designated.</li> <li>• Feedback is sought on the content and presentation of the manual/guide.</li> <li>• Manuals and guides are updated and modified as required to match current operations.</li> </ul>
Operate a fork lift	<ul style="list-style-type: none"> <li>• Possesses the appropriate forklift licence and ticket.</li> <li>• Loading, moving and unloading is completed without causing damage to any workplace property or vehicle sections, systems or components.</li> <li>• Hazardous materials in relation to the load requiring lifting are identified and apply the appropriate care/safety requirements.</li> <li>• Forklift is operated correctly and safely in performing loading/moving and unloading duties according to licensing and legislation requirements.</li> <li>• All forklift operations are carried out according to industry regulations and guidelines, WH&amp;S legislation and council procedures and policies.</li> </ul>
<b>Step 4</b>	
Improve customer Service	<ul style="list-style-type: none"> <li>• Analyses methods of improving customer service and makes recommendations to appropriate personnel for improvements.</li> <li>• Implements improvements in customer service.</li> <li>• Provides reports and appropriate feedback in accordance with Director's requirements.</li> </ul>
Staff Training	<ul style="list-style-type: none"> <li>• Undertakes the training of staff in use correct of computer software, telephone system and general office equipment.</li> <li>• Objectives of training are explained and discussed with staff in the context of Council procedures.</li> <li>• A systematic approach is taken to instruction, taking into account explanation, demonstration, review and feedback.</li> </ul>
Undertake Process Improvement	<ul style="list-style-type: none"> <li>• Processes are monitored and inconsistencies are identified by comparing processes for similar tasks.</li> <li>• Ideas for improvement are given prompt consideration and feedback to maximise possible benefits.</li> <li>• Ideas are discussed and evaluated with staff to determine viability.</li> <li>• Ideas are assessed against existing practice, precedent and any legislative or Council restrictions.</li> <li>• Judgment is used on the assessment of ideas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Staff are involved so that all aspects can be considered.</li> <li>• Regular opportunities are provided to consider alternative approaches to process improvement.</li> <li>• Change is monitored to see that anticipated benefits are realised.</li> <li>• All areas affected by change are advised promptly to minimise disruption and encourage commitment.</li> </ul>
Assist Store person in store functions	<ul style="list-style-type: none"> <li>• Check incoming stock against orders and delivery documentation.</li> <li>• Identify and record variations and follow up as required.</li> <li>• Inspect items for damage, discrepancies and the like and follow up as required.</li> <li>• Transport all stock to the appropriate storage area promptly, safely and without damage.</li> <li>• Store stock in the appropriate location and in accordance with Council policies and procedures.</li> <li>• Record stock levels accurately.</li> <li>• Label stock accurately.</li> <li>• Rotate as appropriate.</li> <li>• Check on the quality of stock at regular intervals.</li> <li>• Dispose of excess stock in accordance with Council policies and procedures.</li> <li>• Issue stock in accordance with Council procedures and guidelines</li> <li>• Maintain computerised inventory of stock in appropriate location and in accordance with Council policies and procedures.</li> <li>• Create routine stock reports.</li> <li>• Documentation is delivered to Creditors Section daily and / or within two days of preparation.</li> </ul>
Assists in Policy Review and Implementation	<ul style="list-style-type: none"> <li>• Provides input in the review and development of Council policies in relation to depot management matters that reflect the WH&amp;S and other depot administrative objectives of the organization.</li> <li>• Includes resourcing implications of implementation and review mechanisms in policies.</li> </ul>

### *Acceptance of Position Description*

I, \_\_\_\_\_, have read and understood this position description and agree to the conditions and responsibilities contained in it. I intend to commence duties as Depot Support Officer on \_\_\_\_\_ (date)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_