



POSITION DESCRIPTION

Division: City Services and Territory Business Services

Branch: Various

Business Unit: Various

Position Title: Trainee General Service Officer (GSO) (ATSI Identified)

Position Number/s: P65806

Position Requirements: ability to obtain White Card, Asbestos Awareness Card. This is an Aboriginal and Torres Strait Islander identified position.

Classification: General Service Officer 3/4

Position Status: Temporary

Position Hours: Full time (38 hours)

Reports to: Leading Hand/ Team Leader

Location: Various

Last Reviewed: 19/01/2024

DIRECTORATE OVERVIEW

Transport Canberra and City Services (TCCS) is an ACT Government directorate that is dedicated to converting quality service into real outcomes for the Canberra community. Through developing ideas and policies that make our city healthy, inclusive and sustainable we deliver services that make a positive difference to the everyday lives of your family, friends and community.

At TCCS, our people are our highest priority. We are a diverse workforce with a wide range of skills, backgrounds, and expertise; we champion respect, equity and inclusion as core workforce principles. We are seeking to grow our workforce and highly encourage young people, people with disability and Aboriginal and Torres Strait Islander peoples to apply, as well as lesbian, gay, bisexual, trans, intersex and queer (LGBTIQ) people; people with a cultural and linguistically diverse background; people of different ages; and veterans.

We provide a collaborative environment and encourage employees to seek personal and professional development opportunities that expand their career opportunities both within TCCS and into the future whilst recognising the importance of work life balance, hybrid and flexible working. A variety of entry-level programs are available, including apprenticeships, traineeships, internships, ACTPS Graduate Program, Australian School Based Apprenticeships, and Vocational Employment Programs for people with disability and Aboriginal and Torres



Strait Islander peoples.

Learn more about who we are at the [Transport Canberra and City Services website](#).

The ACT Government recognises the Ngunnawal people as traditional custodians of the ACT and surrounding region. The Government acknowledges that other people and families also have a traditional connection to the lands of the ACT and region and we respect this connection to country.

DIVISION OVERVIEW

City Services

City Services (CS) delivers a wide range of services which Canberran's rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths and cycle paths. City Services also maintain many of Canberra's lakes, ponds, public open spaces, city places and urban trees. The Division also manages ACT NoWaste.

Territory Business Services

Transport Canberra & Business Services (TCBS) delivers essential services Canberrans rely on each day including integrated public transport and public libraries as well as providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

BUSINESS UNIT OVERVIEW

The TCCS Traineeship Program will see trainees rotate across four business areas for the duration of the traineeship. These are Sport and Recreation, Roads ACT, Yarralumla Nursery and Canberra Memorial Parks.

Sports and Recreation

Sport and Recreation Facilities is a section within the City Presentation Branch responsible for the management and maintenance of ACT Government community sportsgrounds, including enclosed ovals, District Playing Fields, neighbourhood ovals and synthetic turf surfaces. Sport and Recreation Facilities also plays a key role in liaising with peak sporting organisations, managing sportsground bookings and revenue and managing subleases of sporting facilities.

Roads ACT

Roads ACT is responsible for the management of the territorial and municipal roads, national



highways, the community paths, driveways, stormwater system, bridges, carpark facilities, traffic signals, streetlights and associated infrastructure. Roads ACT manage these assets on behalf of the ACT Government for the enjoyment of the Canberra community.

Yarralumla Nursery

The historic Yarralumla Nursery is the largest wholesale nursery in the southern tablelands, which has a socially inclusive team of approximately 30 staff responsible for propagating and growing cool climate plants, including local, rare and endangered species. The Nursery supplies trees and plants to the ACT Government, Australian Government, local/regional landscape companies and retail industries.

Canberra Memorial Parks

Our cemeteries in the ACT are a point of pride for Canberra Memorial Parks. We believe cemeteries are a place where family and friends can remember, reflect and celebrate the life of a loved one.

WHAT YOU WILL DO

As a trainee you will participate in a placement rotation across four business units, made up of;

City Services:

- Sport and Recreation
- Roads ACT

Territory Business Services:

- Yarralumla Nursery
- Canberra Memorial Parks

This Traineeship is a pilot entry-level program developed to provide more entry-level positions to job seekers in the community. Trainees will receive mentorship, on-the-job training and CIT accredited training units across a variety of areas.

The starting commencement salary of a trainee will be GSO3/4 level 1. Successful completion of the program will see permanent appointment at the GSO3/4 Level 3 increment.

Throughout the 18 months, under supervision and with appropriate training, trainees will undertake duties encompassing a range of operational activities, including;

- gain on-the-job experience;
- rotate through at least four depots/work sites;
- receive mentoring and coaching from supervisors and other experienced staff;



- Complete task competencies in a logbook designed by People and Capability in conjunction with identified work areas and signed off by supervisors.
- Complete TCCS training courses and formal job relevant training courses such as:
- Workplace Health and Safety Induction (White Card).
- Asbestos Awareness card.
- Implement Traffic Control Plans.
- Chemcert Certificate for safe application of herbicides, pesticides and fungicides.
- Working individually or as part of a team of employees engaged in planting, open space management and cleaning operations;
- General maintenance work in parks, sportsgrounds and other urban facilities;
- Undertake all work tasks in accordance with standards and the *Work Health and Safety Act 2011*; and
- This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

Professional / Technical Skills

- Technical skills - competent in using mobile and IT software applications.
- Professional relationships – working co-operatively with others and focusing on achieving the best results for our customers, stakeholders and the broader community.

Behavioural Skills

- Flexible – open to different approaches, can easily adapt to different work environments and locations, can roll with the punches, open to trying something new.
- Commitment – shows up on time, takes pride in personal presentation, the quality and productivity of work, and an active problem solver.

Compliance Requirements / Qualifications

1. Driver's licence C Class is essential.
2. Permanent resident of Australia.
3. Ability to undertake the physical requirements of the tasks listed in the Position Description.



4. This position does not require a Working with Vulnerable People Check.
5. This is a designated position in accordance with s42, *Discrimination Act 1991* and is only open to Aboriginal and/or Torres Strait Islander people. Aboriginal and/or Torres Strait Islander heritage is considered essential and therefore a Confirmation of Aboriginality may be requested.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Ability to gain on the job experience across a range of operational duties, including the use and maintenance of equipment used in the delivery of these service areas.
2. Showcasing ability to work in a safe manner, to identify and report risks, and undertake training to gain a knowledge of safe work practices and Standard Operating Procedures.
3. Competence to use electronic devices for reporting and a commitment to meeting TCCS customer's needs.
4. Demonstrated ability to follow direction, report back on work undertaken and provide details of additional work that may be required.
5. Work as part of a team to contribute to and deliver priorities set by the work area in line with organisational goals.
6. A demonstrated understanding of the TCCS Values.

Applicants wishing to apply for these roles should address the questions in Attachment A (below) and limit responses as per the line limits for each question.

ASSOCIATED RESOURCES

[ACTPS Shared Capability Framework](#); describes the skills, knowledge and behaviour that can universally be expected of every ACT Public Servant at different organisational levels and in every workplace across the service.

[Classification schedules](#); identifies positions as belonging to a category which has common characteristics, the same rate or range of pay, and equivalent work value.

[ACTPS Performance and Development Framework](#); a mechanism to ensure that everyone in the



workplace is clear on what is expected of them at work.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of General Service Officer 3/4 and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

TCCS is a Activity Based Working (ABW) environment. ABW is a transformation in the way we work. By creating flexible workplaces with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Occasionally
General computer use/in field technology	Frequently
Extensive keying/data entry	Never
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
Rostered shift work	Occasionally

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently



PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Frequently
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Frequently
Operation of heavy machinery e.g. forklift	Frequently
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material or work sites	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently



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ATTACHMENT A

- 1. Describe any types of operational / field based work you have done and for how long. If you have not, please tell us what you are interested in. (Maximum 10 lines)***

- 2. You have been asked to conduct work in an area where there are members of the public also present. What dangers would you check for and describe what you would do to keep yourself and others safe? (Maximum 20 lines)***

- 3. Think of a time when you were asked to do a task alone (garden tasks, reorganising something, ordering something etc) . What was something that stopped you or hindered you from completing the task? How did you fix it? (Maximum 20 lines)***

- 4. Question. You are using machinery in a public area and someone tells you what you are doing is too noisy. Explain what you would do next? (Maximum 10 lines)***

- 5. Give an example of when you have used a mobile device to plan your work such as tracking jobs, rostering or navigation and how it helped you? If you have not had a job before, can you think of a time you used mobile technology to help complete a task?***