

Position title: Infrastructure Cleansing Officer	
Classification: Band 3	Effective Date: July 2026
Reports to: Coordinator Cleansing	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position is responsible to provide services to ensure a clean and well-presented City.

Key Responsibilities

Position Specific Responsibilities

- Provide effective cleansing of Council managed public outdoor areas which includes townships, shopping centres, civic facilities, car parks, footpaths, shared paths, laneways and other various areas within the municipality.
- Carry out programmed and reactive inspections of infrastructure.
- Operate various footpath sweeping and other mechanical sweeping and cleaning devices.
- Remove graffiti using various methods.
- Collect and dispose of dead animals, hazards, general dumped waste and transport and move a range of materials.
- Assist in the general maintenance and enhancement of a variety of civil infrastructure and facilities.
- Exercise initiative to respond flexibly to situations that may arise within public areas to maintain high standards of cleanliness and appearance.
- Perform manual handling tasks such as lifting, digging, raking, and sweeping and the use of mechanical and electrical tools.
- Correctly use and maintain plant and equipment provided, including personal protective equipment, in accordance with manufacturer's instructions and Council's workplace health and safety policies, procedures and practices.
- Operate vehicles and tow plant as required in a safe, competent and responsible manner in accordance with the Road Traffic Regulations and Council's Policies.
- Embrace and use new equipment to assist in the provision of services.
- Maintain good working relationships and deal cooperatively with team members and members of the public.
- Assist other team members from within the team and in other teams in general operations and maintenance functions.
- Assist in all areas of the team and substitute for crew members in periods of leave.
- Assist in the review and streamlining of work practices and methods within the team to enable flexible and responsive service delivery with a client service and industry best practice focus.
- Ensure a safe working environment in accordance with the OHS Act 2004 and Council OHS Policies and safe working procedures.
- Carry out other duties as directed by Cleansing Coordinator within the skills and abilities of a position at this level.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: May be required to supervise other employees in similar or related work or monitor contractor's operational tasks.

Judgement and Decision Making

- Make operational decisions within established operational guidelines and within the constraints of Council policies and procedures.
- Be accountable for the quality, quantity and timeliness of own work outputs within predetermined time constraints.
- Be accountable for the efficient, safe and effective operations of all plant and equipment.
- This position has limited freedom to determine priorities and schedules, and may use initiative and originality in reaching solutions and deciding how to do a task at basic level.
- Be flexible in the determination of priorities, tasks and schedules in consultation with the direct supervisor.

Specialist Knowledge and Skills

Licences and Experience:

- Experience in township cleansing activities or similar activities in a busy environment.
- Basic knowledge and experience of graffiti removal.
- Knowledge of the use and safe handling of a variety of solvents, cleaners, waste and sharps disposal.
- Demonstrated experience in the operation of light mobile plant, trucks and material handling equipment.
- Base level mechanical skills to enable general identification of equipment faults and failures and the ability to undertake standard maintenance and minor repair activity.

Technology:

- Basic skills to operate phone and mobile tablet devices.

**Other:**

- Ability to accurately document work activities using hardcopy and mobile devices.
- Knowledge of and commitment to OHS and Equal Opportunity Employment policies and practices.
- Basic administrative skills and the ability to understand sketches, maps and standard operating procedures and instructions.

Qualifications and Experience

Qualifications/ Certificates:

- Vehicle licence required – truck licence and other licences for operating plant and equipment desirable.

Interpersonal Skills

- Demonstrated good oral communication and appropriate written skills for communication with residents, traders, shoppers, businesses and other departments and contractors.
- Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
- Ability to work as part of a team and support team objectives.

Key Relationships:

- The position is required to maintain a professional relationship with the general public, contractors, trader groups, community groups, other authorities and other Council officers.
- Liaise closely with team supervisors, Cleansing Coordinator, Manager City Services, Administration Officers and other members of the work team.

Management Skills

- Ability to plan and organise own work.
- Ability to work in a team environment and also independently with general supervision.
- A flexible approach and ability to respond to changing work methods, equipment and procedures.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.
- The role includes an inherent requirement to lift, carry and shovel materials, and operate equipment. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.



Key Selection Criteria

1. Experience in township cleansing activities or similar activities in a busy public environment.
2. Good verbal and written communication skills.
3. Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems with residents, traders and contractors.
4. Ability to work as part of team and support team objectives.
5. A flexible approach and ability to respond to changing work methods, equipment and procedures.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Cleansing of surfaces at or near ground level	Intermittent kneeling and squatting over 30 minutes	
	Graffiti removal	Sustained kneeling/intermittent squatting over 60 minutes	
	Inspections at low levels	Short duration kneeling including difficult to access	
Hand/Arm Movement Tasks involve use of hand/arms	Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel	Varied Intervals with short walking events and other postures.	
	Trailer - connect, disconnect, loading and unloading	Short duration of intermittent hand and arm movements	
	Wiping surfaces	Up to 1 hour of intermittent hand and arm movements	
	Graffiti removal	Up to 1.5 hours of intermittent hand and arm movements	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	General Collection of rubbish, waste and debris	Varied Intervals with short walking events and other postures.	
	Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	Up to 30 minute of sustained hand/arm movement	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
	Trailer - connect, disconnect, loading and unloading	Short duration of intermittent hand and arm movements	
	Removing/replacing Bags/bins	Varied Intervals with short walking events and other postures.	
	Graffiti removal	Up to 1.5 hours of intermittent hand and arm movements	
	Wiping surfaces	Up to 1hour of intermittent hand and arm movements	
Standing Tasks involve standing in an upright position	Inspections	Intervals with short walking events and other postures.	
	Use of equipment/tools – Glutton, High pressure washer	Varied Intervals with walking events and other postures.	
	Graffiti removal	Up to 1.5 hours	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	General Collection of rubbish, waste and debris	Varied Intervals with short walking events and other postures.	
	Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	Up to 30 minute of sustained hand/arm movement	
	Truck entry/exit	Intermittent throughout the day	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	Up to 30 minute intervals	
	Truck entry/exit	Intermittent throughout the day	
	Inspections	Intervals with short walking events and other postures.	
	Sweeping/raking	Up to 30 minute intervals	
	Ladder usage	Varied Intervals with short walking events and other postures.	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Loading/unloading materials/equipment	Varied Intervals with short walking events and other postures.	



Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
	General collection of rubbish, waste and debris	Varied Intervals with short walking events and other postures.	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	General Collection of rubbish, waste and debris	Varied Intervals with short walking events and other postures.	
	Use of equipment/tools – Glutton, High pressure washer, broom, rake, shovel,	Up to 30 minutes of sustained hand/arm movement	
	Trailer - connect, disconnect, loading and unloading	Short duration of intermittent hand and arm movements	
	Graffiti removal	Up to 1.5 hours of intermittent hand and arm movements	
Keyboard Duties Tasks involve sitting at workstation and using computer.	- Training and induction Mobile device	Infrequent	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	- Ability to access and read rosters /job sheets - Appropriate to the required task		

Any other relevant comments: