

# Position description (employee)

## Infrastructure Crew Member

<b>Division</b>	<b>City Services</b>
<b>Business Unit</b>	<b>Infrastructure Services</b>
<b>Grade/Band</b>	<b>Grade B</b>
<b>Date position description approved</b>	<b>June 2026</b>

### The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

### Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

**Make a difference:** We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

**Better together:** We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

**Embrace possibilities:** We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

### Primary purpose of the position

The Crew Member is responsible for undertaking civil infrastructure maintenance activities to support the safe, efficient, and effective completion of works. This role involves working collaboratively with the team, following directions from the Crew Leader, and ensuring compliance with Work Health and Safety (WHS) standards. Crew Members contribute to accurate work documentation using the City's corporate systems, report hazards or issues to the Crew Leader, and actively participate in fostering a culture of continuous improvement

## Key accountabilities

- Undertake civil infrastructure repairs and maintenance, ensuring tasks are completed safely and in line with regulations and standards.
- Follow daily work plans, carry out tasks as directed to support safe and efficient operations.
- Operate vehicles, plant, tools, equipment, and IT devices like iPads, including HR/MR licence machinery, in accordance with WHS policies.
- Work collaboratively with team members, contributing to a supportive and inclusive environment that encourages open communication and mutual respect.
- Follow WHS guidelines, Safe Work Method Statements (SWMS), other regulatory requirements including completing site risk assessments, and reporting any workplace issues or conflicts to the Crew Leader or supervisor.
- Accurately document work in the City's Corporate Asset Management System (CAMS)
- Monitor and report hazards, incidents, and near misses to ensure corrective actions are taken.
- Identify and suggest process improvements, while using digital tools and participating in training and development activities to build personal and team capabilities.

## Key challenges

- Quickly learning and consistently applying Work Health and Safety (WHS) procedures to ensure safe and compliant operations.
- Gaining proficiency in using tools, equipment, and vehicles required for civil infrastructure maintenance tasks.
- Building effective working relationships with team members and supervisors while following directions to achieve shared goals.

## Key relationships

Who	Why
<b>Internal</b>	
Team Leader / Tradesman	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions</li> </ul>
Supervisor	<ul style="list-style-type: none"> <li>• Provide expert advice and contribute to decision making</li> </ul>
Maintenance Coordinator	<ul style="list-style-type: none"> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Infrastructure Maintenance Team Members	<ul style="list-style-type: none"> <li>• Work collaboratively with other team members to ensure work is delivered safely, efficiently and relevant data is captured.</li> </ul>
<b>Stakeholders</b>	
People & Culture, Learning & Development	<ul style="list-style-type: none"> <li>• Seek support from People &amp; Culture to optimise team performance and efficiency.</li> <li>• Obtain guidance to enhance team growth and development opportunities</li> </ul>

Who	Why
<b>External</b>	
Community Members	<ul style="list-style-type: none"> <li>• Represent the City professionally by being courteous and responsive during interactions.</li> </ul>
Vendors, service providers and consultants	<ul style="list-style-type: none"> <li>• Communicate needs, facilitate routine business transactions and resolve issues</li> </ul>

## Key dimensions

### Decision making

- Provide input into on-site decisions regarding task execution and material requirements within the scope of the role.
- Escalate complex or unresolved issues to the team leader, tradesperson or Supervisor.
- Perform maintenance activities across various City infrastructure assets as assigned.

### Reports to

Supervisor, Infrastructure Maintenance (with day-to-day direction provided by Team Leaders or Tradespeople as required).

## Essential knowledge, skills and experience

- Qualifications - White Card, NSW C Class Driver's Licence (P2 or higher), HR/MR Licence (or willingness to obtain within 6 months), and Traffic Control qualifications (TCR and IMP) or willingness to obtain within 12 months.
- Understanding of civil construction and maintenance processes, or experience in related fields.
- Safety Knowledge - Demonstrated ability to maintain a safe work environment, comply with WHS standards, and conduct risk assessments.
- Strong ability to build and maintain effective teamwork, communication, and problem-solving skills.
- Ability to operate vehicles, plant, tools, equipment, and IT devices like iPads

## Capabilities for the position

Our capability framework outlines the behaviours, knowledge, and skills you need to work well in this role. Our employee capabilities provide clarity, common language, and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with integrity and courage	Foundational
	<b>Demonstrate accountability</b>	Intermediate
	<b>Manage self</b>	Intermediate
	Display resilience and adaptability	Foundational
Relationships	<b>Work collaboratively</b>	Intermediate
	<b>Communicate and engage respectfully</b>	Foundational
	Community and customer focus	Foundational
	Influence and negotiate	Foundational
Results	Deliver quality results	Foundational
	Create and innovate	Foundational
	Plan and prioritise	Foundational
	<b>Think and solve problems</b>	Foundational
Resources	Finance	Foundational
	<b>Technology and information</b>	Foundational
	<b>Assets and tools</b>	Foundational
	Procurement and contracts	Foundational

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The focus capabilities are those deemed most important for the position, at the time of recruitment. Candidates should have at least a satisfactory level to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate accountability	Intermediate	<ul style="list-style-type: none"> <li>Identifies and speaks up about risks in the workplace</li> <li>Follows through reliably and openly takes responsibility for own actions</li> <li>Understands delegations and acts within authority level</li> <li>Is vigilant about the use of safe work practices by self and others</li> <li>Is alert to risks in the workplace and raises them to the appropriate level</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Understands what needs to be done and steps up to do it</li> <li>Pursues own and team goals with drive and commitment</li> <li>Shows awareness of own strengths and weaknesses</li> <li>Asks for feedback from colleagues and stakeholders</li> </ul>

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Relationships</b> Work collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Keeps team and supervisor informed of what work is being undertaken</li> <li>• Shares knowledge and information with team members and other staff</li> <li>• Offers to help colleagues and takes on additional tasks when workloads are high</li> <li>• Is aware of the wellbeing of co-workers and provides support as appropriate</li> <li>• Is open to input from people with different experiences, perspectives and beliefs</li> </ul>
<b>Relationships</b> Communicate and Engage Respectfully	Foundational	<ul style="list-style-type: none"> <li>• Speaks at an appropriate pace and volume</li> <li>• Uses appropriate body language and facial expressions</li> <li>• Explains things clearly</li> <li>• Allows others time to speak</li> <li>• Shows sensitivity and act respectfully to cultural, religious and other individual differences when interacting with others</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Finds and checks information needed to complete own work tasks</li> <li>• Breaks down information and issues into component parts</li> <li>• Thinks through the options available and checks his/her/their suggested approach</li> <li>• Refers complex issues and problems to a manager/ supervisor</li> </ul>
<b>Resources Technology and Information</b>	Foundational	<ul style="list-style-type: none"> <li>• Shows confidence in using the technology required in the role</li> <li>• Uses technology appropriately, in line with acceptable use policies</li> <li>• Completes work tasks in line with records, information and knowledge management policies</li> </ul>
<b>Resources</b> Assets and Tools	Foundational	<ul style="list-style-type: none"> <li>• Uses core work tools and equipment effectively</li> <li>• Takes care of work tools, equipment, accommodation and community assets</li> </ul>