

TECHNICAL OFFICER, AND CLEANSING POSITION DESCRIPTION

Position Title:	Technical Officer, Cleansing
Responsible To:	Team Leader, Waste & Cleansing
Council Portfolio:	City Shaping
Council Program:	City Operations
Classification Level:	Salaried, Level 4

Overview of Portfolio

The City Shaping Portfolio leverages and celebrates our role as a Capital City Council and delivers the services that protect our heritage, Park Lands and urban environment and demonstrates our environmental leadership now and into the future.

Overview of Program

The City Operations Program ensures our City's assets, including streets, parks and other public spaces are attractive, clean, well presented and maintained so we all have a city to enjoy and be proud of.

Key Relationships / Interactions

Internal	Employees across the City Operations Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Residents Property and Business Owners Community and stakeholder groups relevant to specific initiatives State and Federal Government departments Non-government organisations Contracted service providers and suppliers Event Organisers and Park Lands licensees

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Primary Purpose

As part of the City Operations Program and as a key member of the Waste & Cleansing team, the Scheduling Technical Support Officer is responsible for the effective planning and coordination of workforce schedules, ensuring optimal resource utilisation and continuous service delivery, and a strong focus on internal and external customer satisfaction.

The role contributes to high-performance operations by leveraging data to provide efficient, flexible, and responsive rostering solutions that support staff development, operational needs, and service excellence.

Key Responsibilities

The Technical Officer, Cleansing is responsible for:

- Develop, implement, and maintain staff schedules across Street Services & Essential Services teams to meet operational and service delivery needs.
- Coordinate planned and unplanned leave, ensuring adequate workforce coverage while maintaining agreed service standards.
- Administer and update daily workforce schedules, including training sessions, meetings, and other operational activities.
- Support the integration of reactive and unplanned tasks into daily workforce schedules to ensure responsive service delivery.
- Build and maintain effective working relationships with internal and external stakeholders to understand resourcing needs and deliver timely, practical scheduling solutions.
- Monitor and share workforce availability trends with Workgroup Leaders to support constructive communication and appropriate follow up.
- Contribute to a positive workplace culture that values innovation, collaboration, and customer focussed service delivery.
- Remain informed of industry developments and best practices related to workforce management and scheduling, actively participating in professional development opportunities.
- Demonstrate a personal commitment to the Council's values, including diversity, safety, and ethical standards and continuous improvement.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications & Experience	<p>A tertiary qualification in Project Management, Workforce/Resource Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications.</p> <p>Experience working in a complex, multi-disciplinary environment (e.g., call centre, operational teams).</p>	Essential
Technical Knowledge & Analytical Skills	<p>Extensive experience in the workforce planning, and scheduling of staff across multiple skill sets.</p> <p>Proven analytical and decision-making abilities, with a focus on operational insight.</p> <p>Proficiency in use of Asset Management software (Assetic) knowledge.</p>	Essential
Project & Change Management	<p>Demonstrated ability to manage small-scale projects, implement changes, and support process improvements.</p> <p>Demonstrated initiative and adaptability in response to changing business needs.</p>	Essential
Innovation & Initiative	<p>Proven ability to think strategically, analyse situations, develop creative solutions and bring about outcomes.</p> <p>Ability to be adaptable and flexible and have a commitment to continuous improvement and have the ability to review procedures and systems and recommend changes where appropriate.</p> <p>An innovative and creative thinker with the ability to translate ideas into actions.</p>	Essential
Resource Management & Decision Making	<p>Exceptional time management and experience in supporting a diverse range of team deliverables and responsibilities.</p> <p>Proven ability to effectively utilise allocated resources which includes planning and delegating.</p> <p>Demonstrated ability in decision making within a team environment which progress desired outcomes.</p> <p>Ability to develop strong relationships with suppliers and customers and negotiate on behalf of Council</p> <p>Undertaking an evidence-based approach within a timely manner to decision making.</p>	Essential
Professional Development	<p>A commitment to ongoing professional development and continuous learning.</p>	Essential
Customer Commitment & Stakeholder Engagement	<p>Commitment to delivering high-quality customer service through timely and responsive scheduling practices.</p> <p>Strong interpersonal and communication skills, with the ability to influence and collaborate across all levels of the organisation.</p>	Essential

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Collaboration & Communication	<p>Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, agencies, and stakeholders.</p> <p>Interpersonal skills which are inclusive and encourage the development, cooperation, and support of others and which emphasise and encourage a professional service delivery focus.</p> <p>The ability to build and maintain cross program relationships.</p> <p>Well-developed written and oral communication skills that have ability to communicate to various different stakeholders in a professional manner.</p>	Essential
Administrative Skills	<p>Comprehensive knowledge of CoA's administrative processes and procedures relevant legislation, regulations and industry standards and the ability to implement these requirements.</p> <p>Intermediate skills in MS Office computing applications including word processing, spreadsheet, database, presentation software such as PowerPoint</p>	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



**Achievement**

**COLLABORATION**

**CUSTOMER COMMITMENT**

**INTEGRITY**

**INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation		
Work Area	Various		
Physical Demand Rating	Very Light Work		

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion.
Standing	✓			Accessing folders, p/copier, talking to others	Lift Capacity: Up to 10kg (Mobile Garbage Bins).
Walking	✓			Meeting with others, moving between rooms	Push / Pull Force: N/A
Climbing	✓			Option to take the stairs	Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings.
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse.
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	PPE: Office attire and appropriate footwear.
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.