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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Supervisor | N/A | |
| **PURPOSE** | | |
| The Crew Member is responsible for the execution of natural resources management and civil maintenance/project works on Melbourne Water’s Waterways and Land assets. | | |
| **Key accountabilities:** | | |
| * Successful delivery of maintenance and project activities across a geographical area of Melbourne Water’s Waterways and Land assets. * Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| The list of indicative duties set out below is intended as a general guide  **General Duties:**   * Undertake natural resource management and civil asset maintenance/project activities in waterways and land delivery environments * Operation of a range of hand and power tools * Undertake further training to enhance job capabilities for specified field works * Assist in the provision of on-the-job training under the direction of a leading hand * Work under routine supervision either individually or in a team environment * Use and perform routine maintenance on tools and equipment * Understand and undertake defined quality control/assurance procedures including the ability to recognise fundamental quality deviations or faults * Operate within and contribute to improvement of Melbourne Water policies and procedures (including OH&S procedures), Task Risk Assessments, Standard Operating Procedures and Environmental Management System requirements. * Take care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. * Respond to call outs as per Incidents and/or Emergency Response | | * Service delivery targets, safety and customer service quality KPI’s as noted in agreed service levels and procedures * Accurate and timely reporting of all incidents, near misses and hazards * Customer feedback |
| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** | | |
| * Ability to work proactively as a member of the team, contribute fully to team decision-making and take responsibility for own role in ensuring the safety of all team members and other personnel on site * Experience in natural resource management or civil asset maintenance/project works * Problem solving skills, including the ability to deliver the appropriate outcomes * Sound interpersonal skills and an ability to communicate clearly and effectively with a wide range of people both within Melbourne Water, external organisations and with the general public * Ability to work and contribute in a team environment to improve processes, respond to various demands and manage multiple activities simultaneously * Ability to work under pressure and in emergency situations * Ability to use initiative and innovation in a range of tasks | | |
| **KEY RELATIONSHIPS:** | | |
| All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.  **INTERNAL**  Crew members are required to communicate with a broad range of internal teams. Communication with internal stakeholders includes provision of advice on specific projects and procedures relating to maintenance or project activities.  **EXTERNAL**  WLD Crew members are required to communicate with external stakeholders as required including private landholders, local governments, community groups, consultants, members of the general public and various other government agencies . | | |
| **SALARY RANGE:** | | |
| EA level, plus 9.5% superannuation as per the following:   * WLD Crew Member – EA Level 2 | | |
| **OTHER COMMENTS:** | | |
| WLD Crew Member require the following:   * Criminal Records Check * Medical Assessment * Victorian Driver’s license or ability to independently travel to work sites   Location: Regional location as required | | |