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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** |
| Supervisor | N/A |
| **THIS ROLE EXISTS TO: (PURPOSE)** |
| The Crew Member is responsible for the execution of natural resources management and/or 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.
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| **KEY RESPONSIBILITIES** | **KPIs** |
| The list of indicative duties set out below is intended as a general guide**General Duties:*** Undertake natural resource management and/or 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
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| **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 and/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
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| **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 superannuation as per the following:* WLD Crew Member – EA Level 2
* WLD Crew Member – EA Level 3, if role requires Level 2 Crew in an ongoing capacity with any or all of Coxswain, certified Plant Operator, Rigger or Certified Tree Feller
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| **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 |