

Position Title	Leading Hand City Clean
Department	Community Services
Division	
Unit	Waste and Cleansing
Team	City Clean
Supervises	Nil
Reports To	Team Leader City Clean
Grade	D
Date Prepared	3/03/2026
Date Last Updated	7/05/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position






The Night Shift Leading Hand supports the Team Leader in the delivery of street and town centre cleaning operations. This provides on-the-ground assistance to help ensure daily tasks are completed efficiently and in line with Council's activity standards. The position contributes to coordinating work activities, facilitating communication within the team, and maintaining service quality for the benefit of residents and visitors. The Leading Hand works collaboratively with team members and provides operational support to the Team Leader during the night shift.

Accountabilities

- Adhere to the requirements of relevant safe operation procedures and safe work procedures
- Assist the Team Leader in organising and assigning daily tasks, ensuring all team members understand their roles and responsibilities
- Ensure tasks and schedules are completed to appropriate timeframes and standards
- Work within operational teams in city presentation and cleansing activities and services
- Promote and mentor a positive culture amongst the team
- Promote and mentor a positive culture of use of technology and digitisation activities within the team
- Provide guidance on day to day operations to teams and team members
- Assist the Team Leader in monitoring the quality of work performed by the team to ensure standards are met.
- Assist with the documentation of daily activities, incidents and any issues that arise
- Assist in the training and inductions of team members
- Assist Team Leader to provide on the job skills and development and training of existing team members
- Report any maintenance tasks and issues that are identified within our city
- Other tasks and duties as required

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Display Resilience	Intermediate	<ul style="list-style-type: none"> • Adapts quickly to changed priorities and organisational settings • Welcomes new ideas and ways of working • Stays calm and focused in difficult situations • Perseveres through challenges • Offers own opinion and raises challenging
Relationships		
Work Collaboratively	Adept	<ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Results		
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources		

Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
------------------	--------------	---

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Heavy Rigid Licence

Essential Experience

- Strong coordination skills
- Experience in managing, monitoring and reporting on agreed customer service levels
- Knowledge of plant and equipment and chemicals as used in cleaning and weed management
- Ability to be adaptable and flexible to accommodate change and provide responsive services to meet customer needs
- Demonstrated ability in effective time management
- Ability to use technology to gather data and report on performance
- High attention to detail and commitment to maintaining cleaning standards

Desirable Qualifications and or Experience

- Previous experience in a leading hand or senior role
- Diploma of Leadership and Management or Certificate IV Leadership and Management
- Understanding of Chain of Responsibility (CoR) provisions
- Knowledge of health and safety standards and regulations

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: HR Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>