

Rapid Response General Tradesperson	
Position Number:	P063016
Banding/Remuneration:	Band 4 - Outdoor
Division/Branch:	Facilities Maintenance
Reports To:	Facilities Maintenance Operations Officer
Date Approved:	August 2026

Position Objectives:

The Rapid-Response General Tradesperson (R-RGT) will be responsible for providing trade services as part of the Facility Maintenance Business Unit – Rapid Response Team, responsible for the prompt attendance and review for all maintenance and repairs enquiries received with relation to Council buildings and facilities to ensure that they are safe and fit for purpose. This includes after-hours response when required (on a rotation roster).

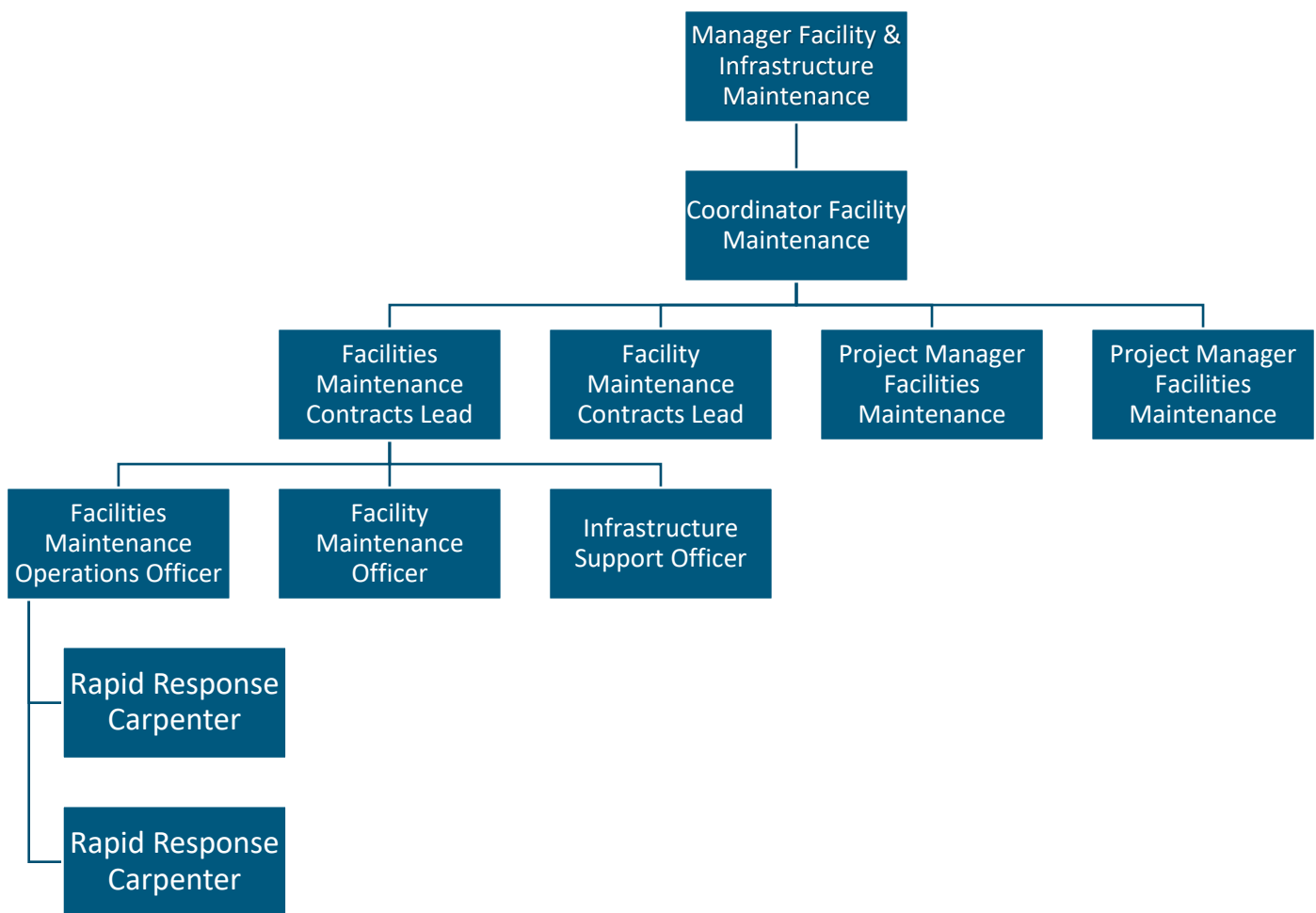
The expectation is that the R-RGT initial response will be to make safe and assess if it is a quick job to be completed on-the-spot and / or 'make-safe' and / or to report back to the team leader if it requires specialist or wider-works / complex repair.

This role will deliver a high standard of work in line with the City of Monash policies and procedures, contractual, client 'Service Level Agreements', regulatory / legislative requirements and best-practice, in keeping with the Infrastructure Division branch vision or *"Better, Safer Assets"*.

The R-RGT is further responsible for ensuring a safe working environment for colleagues, customers, and the general public and is required to adhere to all policies and procedures including Quality Assurance and Occupational Health and Safety.

This role may be required to undertake duties deemed fair and in keeping with the nature of the role from time to time, as directed by the Facilities Maintenance Operations Officer (FMOO).

Team Structure:



Key Responsibility Areas:

Provide A Range Of Cost Effective Trade Services (including but not limited too):

- Respond to urgent and non-routine maintenance calls as allocated, in order to achieve target attendance time restraints / parameters, maintain minimal disruption and ensure safety;
- Assess situation and make safe. If prompt repairs are achievable without compromising attendance time restraints / parameters to other outstanding jobs, then to conduct necessary prompt repairs (otherwise to ensure works are 'made-safe' and escalated to wider trades / contractors);
- Assess work to be undertaken on buildings (incl. Heritage Listed), facilities to ensure compliance with applicable regulatory and legislative standards and guidelines;
- Interpret and complete work orders based on their priorities, in the most cost effective manner whilst incorporating industry best-practice;
- Conduct / complete general reporting, feedback and assist where requested to do so in providing general reporting and feedback incl. photographs etc. as requested to do so by the Facilities & Infrastructure Maintenance Team;
- Complete Works Order and any other documentation and input necessary information into City of Monash – electronic Works Order Management System(s) as necessary (i.e. CONFIRM, Geospatial Information Systems etc.);

- Have ability and willingness to adopt technology and innovation and the ability to learn and incorporate utilisation within general inherit duties as requested to do so by the Facilities & Infrastructure Maintenance Team;
- Report issues and concerns through necessary points of escalation incl. raising and issuing Jobs for wider trades and / or contractor attendances;
- Ensure Council vehicles, tools and equipment are maintained and kept in a safe and compliant condition;
- Monitor and audit asset cost / serviceability – contribute to asset review / replacement considerations;
- Provide innovation and improvement ideas towards bettering council operations and outputs;
- Ensure that all jobs are completed taking into account Council policy and OH&S requirements.

Administration requirements (including but not limited too):

- Maintain currency of technical knowledge and any appropriate licences and accreditation or have the ability and willingness to obtain as requested to do so by the Facilities & Infrastructure Maintenance Team;
- Ensure that all Council buildings and facilities are a safe environment for all users including the community, staff and contractors;
- Complete Works Order and any other documentation and input necessary information into City of Monash – electronic Works Order Management System(s) as necessary (i.e. CONFIRM, Geospatial Information Systems, Microsoft Office Suite etc.) and any other requirements as requested to do so by the Facilities & Infrastructure Maintenance Team;
- Have ability and willingness to adopt technology and innovation and the ability to learn and incorporate utilisation within general inherit duties as requested to do so by the Facilities & Infrastructure Maintenance Team;
- Ensure customer requirements and priorities are well understood and relayed back to all levels of feedback channels (i.e. verbal and / or written MEMO, High-Level Reporting to comprehensive / detailed reporting etc.);
- Follow Council Procurement and Financial policies and procedures when purchasing materials and services.

Maintain Health and Safety Standards (including but not limited too):

- Knowledge, awareness and maintenance of OHS standards in accordance with safe work practices including the reporting of hazards and incidents in accordance with Council policies;
- Ensure that all safety, health, environment and other legal requirements are met;
- Licences, tickets and competency requirements maintained and updated as required;
- JSA / SWMS / MSDS etc. and other compliance documentation and / or certificates are correctly completed as per legislative or other requirements;
- Actively identify unsafe work practices, potential risk, security implications and implement control processes, escalations etc. where necessary;
- Direct the activities of trade(s) and / or contractor(s) to ensure safe working practices in accordance with Council, legislative, regulatory etc. guidelines, policies and procedures.

Accountability and Extent of Authority:

This role entails working unsupervised, or as part of a team, to deliver high quality trades service.

The R-RGT position therefore requires an individual with the willingness to work flexible hours and the ability to manage their own time, and the time of others, in order to meet deadlines.

The role is hands-on and requires the tradesperson to perform a number of physical activities including lifting, bending, standing for extended periods, using hand or power equipment and compiling and assisting in the compilation of reports etc.

In this role the employee may be required to supervise apprentices, sub-contractors, relieving casual and part-time staff from time to time or as directed by the Facilities & Infrastructure Maintenance Team.

Varied work environments are associated with this position often within customer premises or on a customer's static site with basic workshop, office and facilities provided.

This position will be based primarily at the Monash Operations Centre (MOC) and is subject to change and may require placement at anywhere within the City of Monash council jurisdiction at any time. Location may vary and is based on client or job demands or as directed by the Facilities & Infrastructure Maintenance Team.

Judgement and Decision Making:

- Ensures that all Trade work meets the required and agreed standards within expected time frames;
- Assess any work to be undertaken (including those on Heritage listed buildings) and before undertaking any work, ensure compliance with requirements and restrictions;
- Inspects and Reports issues relating to Building Services and appropriately determines initial response or referral to other departments
- Ensure staff awareness of OHS issues and that they are trained in safe work practices including the reporting of hazards and incidents in accordance with Council policies.
- Determines resources and material needs to meet industry best practice whilst maintaining cost effectiveness and efficiencies;
- The incumbent is required to make judgements, decision and determine appropriate actions in accordance with the Building Act, Building Regulations and associated Codes, Standards, Local Laws, Council's policies and delegations whilst maintain special regard to life safety, health and amenity, compliance and effective customer service delivery;
- Able to deal with most incidents but more complicated issues can be referred to the Facilities Maintenance Operations Officer as required.

Specialist Knowledge and Skills:

- Sound up to date knowledge and application of Australian building standards including heritage issues;
- Skills in oral communication with contractors and potentially difficult customer issues;
- Skills in written communication for routine correspondence;
- Ability to gain co-operation and assistance from clients and other employees;
- Ability to discuss and resolve problems -internally and externally;
- Sound communication skills in dealing with a wide range of stakeholders including Council staff, contractors and members of community and service groups;
- Ability to inspect, assess and report on maintenance issues;
- Safe handling skills and well developed knowledge of hazardous materials and the City of Monash OHS policies and procedures;
- Demonstrated ability to safely operate small plant and trade machinery, including ladders and platforms;
- Understand and apply the Best Value principles as outlined in the Local Government Act;

- Ability to use current business computer programs to record and report data in spreadsheets or databases;
- Knowledge of local Government procurement policy on contracts.

Interpersonal Skills:

- Verbal and written communication with a wide range of stakeholders including Council staff, contractors, members of community and service groups;
- Achieve the resolution of issues and complaints and consult with the respective team where issues are more difficult to resolve and assistance is required;
- Conduct / complete general reporting, feedback and assist where requested to do so in providing general reporting and feedback;

Qualifications and Experience:

- Trade Certificate in painting, carpentry, general trades (i.e. electrical, plumbing, mechanical etc.) and extensive relevant experience;
- Relevant experience in the building industry, with a thorough knowledge and understanding of the Building Act and Regulations, National Construction Code of Australia and relevant Australian standards;
- Well-developed communication and interpersonal skills and ability to perform as an integral team member within the organisation whilst fostering and developing interdepartmental relationships;
- Ability to work unsupervised and meet deadlines;
- Computer skills and experience in using current business software packages;
- Willingness to undertake work outside of normal hours as may be required;
- A current Victorian or equivalent drivers licence.
- Willing to undertake a police and Working with Children Check

Key Selection Criteria:

- Trade Certificate in painting, carpentry, general trades (i.e. electrical, plumbing, mechanical etc.) and extensive relevant experience
- Relevant experience in the building industry, with a thorough knowledge and understanding of the Building Act and Regulations, National Construction Code of Australia and relevant Australian standards
- Knowledge, awareness and maintenance of OHS standards in accordance with safe work practices including the reporting of hazards and incidents in accordance with Council policies
- Well-developed communication and interpersonal skills and ability to perform as an integral team member within the organisation whilst fostering and developing interdepartmental relationships
- Ability to manage multiple tasks and deal with complex issues
- Good computer skills and experience in using current business software packages
- A current Victorian or equivalent drivers licence.