

	Position description
Position title	Qualified mechanic
Fixed term contract or EBA	EBA
Status	Permanent full-time
Classification and remuneration (remuneration EBA only)	Level 3.1 (\$64,659.73)
Hours of work	38 hours per week
Region	East
Primary location	Lilydale
Date PD adopted	October 2018

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,500 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawcner Memorial Park. The organisation employs approximately 200 staff. We recognise that our industry sector is not immune to change, and is being shaped by a number of trends. We are in a strong position to respond to these trends but require a workforce that is agile, resilient and up for change and innovation.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

2. GMCT Strategic Plan 2017 - 2022

Our 2017-2022 strategic theme – ‘*stepping up and reaching beyond*’ - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Harkness (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

Our values are

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support.

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude.

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things.

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake.

5. Position organisational relationships

This position forms part of the facilities, maintenance and the fleet team. This position will provide maintenance, servicing and repairs to plant, equipment and vehicles located in the East region, and also as required, within other GMCT regions located in the North and West.

Accountable to:	Senior supervisor - fleet
Supervises:	N/A
Internal liaisons:	Executive team, managers, supervisors, other GMCT staff
External liaisons:	Contractors and other stakeholders

6. Position context

The qualified mechanic will be accountable for the following:

- providing mechanical services to GMCT plant, machinery and equipment
- providing technical and mechanical operational support to the workshop team and GMCT
- working in a safe and responsible manner in compliance with OH&S policies and procedures

7. Position objectives

Working with the senior supervisor – fleet and other qualified mechanics to provide mechanical services that ensure GMCT plant and equipment is safe, reliable and meets manufacturers and industry standards.

8. Key responsibilities

The qualified mechanic is responsible for:

- providing maintenance, service and repair to GMCT plant, vehicles, machinery and equipment as per manufacturers recommendations
- diagnose equipment faults and performing the most satisfactory and cost effective means of repair
- remove, disassemble, measure, reassemble and refit of mechanical components or assemblies to plant, equipment, machinery and vehicles
- repair and/or manufacture parts and components as necessary to fit plant and equipment
- implement improvements and modifications to make plant and equipment more serviceable and reliable
- perform Arc and mig welding and fabrication to a high standard
- remove, repair and replace wheel and tyre components using specialised equipment supplied
- work with the senior supervisor – fleet to identify opportunities to provide improved and efficient mechanical services
- perform duties in line with OH&S policy and procedure
- operate a broad range of equipment related to mechanical activities

9. Key capabilities

Essential capabilities

Capability

Proficiency level

Change agility and resilience – Maintains composure and focus under pressure and quickly adapts to change

Foundational

- Embraces change with patience, an open mind, and maintains a positive attitude during times of change
- Works effectively even when faced with disruption and uncertainty
- Understands how self and others manage health & wellbeing
- Uses effective strategies to stay calm and composed under pressure
- Maintains health and vitality to enable 'bounce-back' from setbacks

Operational excellence – Drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk

Intermediate

- Completes day-to-day requirements of role as promised and expected, and addresses/escalates errors and issues as appropriate.
- Balances the day-to-day operational requirements of the role with meeting the emotional needs of customers.
- Shares ideas for improvements with manager and team, and demonstrates initiative where appropriate/safe to do so.
- Continually searches for ways to improve efficiency, effectiveness and productivity in own role / within immediate team.
- Consistently adheres to safety and risk guidelines and standards and escalates issues where required.

Emotional intelligence – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect

Foundational

- Demonstrates awareness and understanding of own emotions and mood.
- Understands the impact that emotions can have on thinking, decision making and behaviour.
- Demonstrates awareness of the impact own emotions can have on how interact with others.
- Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders.

Customer Centricity – has the customer experience at the forefront of every decision and action

Foundational

- The customer is at the heart of every decision and action
- Clearly understands who the customer is (internal and external)
- Identifies and meets customer needs
- Understands the drivers of GMCT customer satisfaction and how to positively

influence these

Choose six (6) essential capabilities

Accountability and results focus – Plans effectively and takes accountability for behaviour and results	Foundational
<ul style="list-style-type: none"> • Completes goals and activities that are aligned to team, business and GMCT strategic objectives • Understands the GMCT Strategic Objectives and GMCT Values • Follows GMCT process and completes work in a timely manner to expected standards • Identifies issues or roadblocks and escalates appropriately • Holds self to account for results and behaviour and accepts responsibility for outcomes 	

Preferable capabilities

Capability	Proficiency level
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Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Foundational
<ul style="list-style-type: none"> • Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results • Forms strong relationships with immediate team • Works effectively as part of a team • Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives • Understands the importance of teamwork in achieving individual and team objectives 	

Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication	Foundational
<ul style="list-style-type: none"> • Uses active listening and appropriate questioning techniques to uncover stakeholder / customer needs and drivers. • Uses relevant information and evidence to explain an idea or concept. • Communicates information in a clear, accurate, timely and structured manner. • Communicates openly and honestly. 	

Customer experience – Delights our customers by delivering respectful and dignified experiences and services	Intermediate
<ul style="list-style-type: none"> • Engages in a productive and focused dialogue with the customer to identify appropriate solutions/products. • Draws knowledge from multiple sources to deliver respectful & dignified customer experiences. • Adapts personal style and approach to suit varying customer needs and backgrounds. • Provides advice and value-adding insights (where appropriate) for customers based on an understanding of their issues/needs. 	

- Pursues and closes sales opportunities with confidence.
- Lays the groundwork for future sales by building strong relationships.
- Goes above and beyond to say 'yes' to the customer.

Digital experience – Providing customers with seamless and consistent experiences, across all GMCT digital channels	Foundational
<ul style="list-style-type: none"> • Understands the GMCT digital channel environment and where information for customers is stored across all channels. • Understands how the channels work together to deliver a consistent, seamless customer experience. • Understands capabilities and limitations of each GMCT digital channel. • Proficient using applications required by the business (eg. Smartphones, MS Word) to use and capture information. 	

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct.
- Uphold and enhance the reputation of GMCT.
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend regional and team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.
- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the identification, development and maintenance of the health and safety improvement action plan.
- Develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy.
- Assist their manager in the input of risks, hazards or environmental risks into the risk register database.

- Implement hazard management practices in their daily activities.
- Report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures.
- Comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position.

All selection criteria are essential unless marked as 'desirable'.

Qualifications and experience

- tertiary qualifications as an auto technician
- demonstrated experience in the repair and servicing of multiple types of machinery, plant and vehicles
- demonstrated high level of organised time management
- ability to work autonomously in a highly efficient manner
- understanding of and commitment to OHS practices which ensure a safe and healthy working environment for all staff and stakeholders
- display acceptance and understanding of cultural and religious diversity in a cemetery environment

Skills / abilities

- experience with Arc and Mig welding is required
- experience with Oxy/Acetylene cutting and welding is desirable
- experience with steel welding and fabrication is desirable
- experience with tyre removal, repair and replacement equipment is desirable

Other requirements

- **current Victorian drivers licence**

Technical skills

- **N/A**

[If you require assistance completing the 'Relevant Physical Requirements table below, please contact HR.

Relevant physical requirements

Requirements	Frequency of occurrence (check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting - at desk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting - vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking - whilst carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking - on uneven ground	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving - passenger vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - desktop	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - above shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence				Comments

	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms , signals, disturbance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Other					

I have read and understood the requirements of this role

Employee

Signature **Print name** **Date**

Manager

Signature **Print name** **Date**