

# Parks and Gardens Maintenance Officer

<b>Directorate</b>	<b>Department</b>
Infrastructure	Operations
<b>Position No</b>	<b>Enterprise Agreement Classification</b>
EPG33B	Band 3
<b>Reports To:</b>	<b>Direct Reports</b>
Project Officer – Play Assets and Facilities	none

## What we trust you to deliver

The Parks and Gardens Maintenance Officer is responsible for the inspection, maintenance, and improvement of Councils assets across the municipality. To assist crews as required to ensure risks and operational priorities are managed across Parks and Operations.

## What you will need to thrive

- Experience in horticulture or arboriculture practices
- Experience in playground inspection and maintenance.
- Safe and competent operation of mechanical plant.
- Ability to understand and apply Traffic Management to a range of situations
- Ability to undertake skilled work including equipment repairs, basic carpentry, operation of power tools and other duties incidental to the main duties of the position.
- Able to record results of inspections and audits related to playgrounds with use of Ipad and other computer equipment.
- Capable of addressing issues in a positive and professional manner and the ability and willingness to mentor staff within the open space team.
- Experience in chainsaw operating
- Experience in gardening/ landscaping work.
- To be able to drive a truck over 4.5 tonne GVM to 13.9 tonne GCM, safely and competently.

## What success looks like

1. To provide excellent service to all external and internal customers
2. Maintain safe environments for public use to minimize risk of incidents achieved by regular inspection and maintenance programs.
3. To undertake: inspections, complete remedial works and liaise with contractors and staff within service delivery timeframes and in accordance with Council policies and procedures.
4. Ensure the maintenance of garden areas are carried out efficiently and effectively in accordance with service guidelines and specifications.
5. To ensure all documentation associated with inspections is completed with accuracy and within service delivery timeframes and in accordance with Council policies and procedures.
6. Input data into the maintenance management software systems.

7. To assist other Parks Services and Operation’s team members as required and to participate in rotation amongst Parks activities as may be required to address demand in department’s/area workloads. This may include operational and/or minor capital works projects under direction.
8. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.
9. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training

### The expertise you bring (including qualifications and experience)

- Playground Inspection Certification
- Current Victorian Medium Rigid Driver's License.
- First Aid Certificate
- Traffic Control Certificates – RHWHS205H & RHWHS302H

### Key competencies

Drives Results	Optimizes Work Processes	Driving Engagement	Tech Savvy
Plans and Aligns	Resourcefulness	Decision Quality	Communicates Effectively

### OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

### Our Customer Promises

Our customer promises are our commitments to our customers.

- We care: we listen and take the time to understand you and what you need
- We’re helpful: we’re easy to deal with, professional and focused on clear, practical outcomes
- We’re fair: we work to meet your needs, while balancing our community obligations
- We’re knowledgeable: we’ll let you know what we can do to help and help you anticipate what else you might need
- We’re accountable: we’ll guide you through the next steps, always follow through and work with our colleagues to keep you informed of our progress

## Who you will work with:

### Internal:

- Council staff across the organisation

### External:

- The community
- Other municipalities
- Contractors

## Accountability and extent of authority

- To work as part of a team ensuring safe work practices and methods are followed.
- To maintain a level of performance consistent with accepted work practices, ensuring productivity levels and service levels are consistent and that safe work methods and practices are followed, as per provisions of the Occupational Health and Safety Act.
- Accountable for the quality, quantity and time frames of own work performed.
- Provide explanation of specific procedure and practice to members of the public to ensure their understanding, co-operation and safety.
- Provide supervision to Parks casual and contract staff as directed by the Project Officer – Play assets and Facilities

## Judgment and Decision Making

- Specialised work requires use of initiative and personal judgement to resolve issues to ensure both daily schedules, service expectations, and safety standards are achieved.
- Able to perform tasks by identifying and selecting the most appropriate method or process to solve problems, making choices from the range of techniques, systems and equipment available.
- Able to follow set procedures.

## Specialist Skills and Knowledge

- Maintain safe playground environments for public use to minimise risk of incidents achieved by regular inspection and maintenance programs.
- Able to undertake skilled work including equipment repairs, basic carpentry, operation of power tools and other duties incidental to the main duties of the position.
- Able to record results of inspections and audits related to playgrounds with use of iPad and other computer equipment.
- Able to estimate and order a broad spectrum of materials required to complete duties.
- Provide training and guidance to casuals, contractors and colleagues, supervising works to ensure work is completed in accordance with procedures processes and timescales.
- Able to set up and operate traffic management flows and other specialist work procedures to ensure a safe working environment for both self, colleagues and members of the public.
- To be able to drive a truck over 4.5 tonne GVM to 13.9 tonne GCM, safely and competently.

## Management Skills

- Ability to work under direction and independently to achieve maintenance goals and standards.
- Ability to identify, assess, and manage on site issues within the scope of the role.
- Perform risk assessments relating to Playground works.
- Good writing and record keeping skills to maintain diary or work and submit reports such as incident reports, ad hoc inspections.
- Willingness to lead and supervise staff when requested

## Interpersonal Skills

- Ability to communicate with Team Leader and Project Officer on specific tasks/conditions of a worksite.
- Ability to communicate with Contractors to ensure directions on site are followed.
- Good verbal communication skills to communicate effectively with; team members; supervisors, members of the public and other employees.
- Ability to discuss and resolve minor problems within scope of role.

- Skills in written communication – Including keeping diaries and records of works.
- Ability to communicate and liaise with internal partners, open space users, and parks team.

### Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council’s [Recruiting and Selecting for Excellence](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

### Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	Hearing Test
Reference Check	AU Entitlement to Work	Medical Check
Functional Testing	Current Victorian Drivers License	First Aid Certificate
Working With Children Check		

## About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



## Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold



Do what is right (not what is easy)

## THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



## Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

## Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

## Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

## Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website [www.knox.vic.gov.au](http://www.knox.vic.gov.au) for more information about Knox City Council.