



# Position Description

## Client Services Officer, Grounds

Division of Facilities Management

<b>Classification</b>	Level 3
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<b>Delegation band</b>	<a href="#">Delegations and Authorisations Policy (see Section 3)</a>
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<b>Special conditions</b>	Nil
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<b>Workplace agreement</b>	<a href="#">Charles Sturt University Enterprise Agreement</a>
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<b>Date last reviewed</b>	21 <sup>st</sup> September 2021
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# About Charles Sturt University

## Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

## Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

## Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

## Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

## Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

<b>Our Students</b>	<ul style="list-style-type: none"><li>• Commencing progress rate</li><li>• Student experience</li></ul>
<b>Our Research</b>	<ul style="list-style-type: none"><li>• Research income</li><li>• Research quality and impact</li></ul>
<b>Our People</b>	<ul style="list-style-type: none"><li>• All injury frequency rate</li><li>• Engagement</li></ul>
<b>Our Social Responsibility</b>	<ul style="list-style-type: none"><li>• Underlying operating result</li><li>• Community and partner sentiment</li></ul>

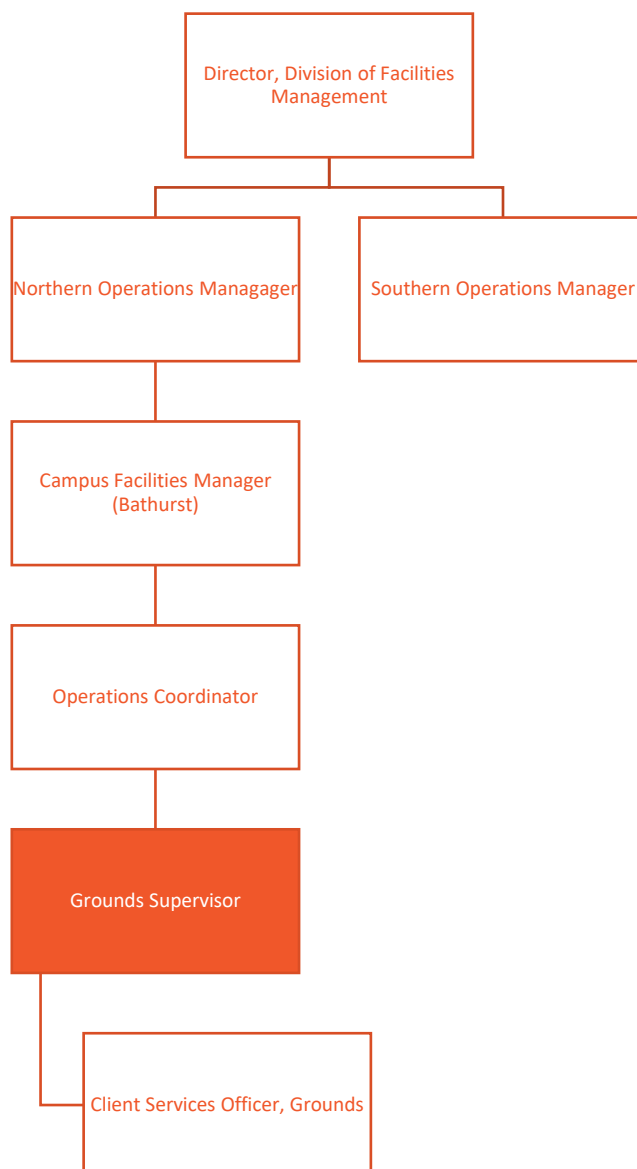
## Division of Facilities Management

The Division of Facilities Management is responsible for developing and maintaining the University's campuses to provide a conducive and sustainable environment for safe living, teaching, learning and research.

The Operational Services Department is integral to the Division's strategic planning process and provides effective stewardship of campus facilities by ensuring all resources are effectively and efficiently focused towards our students and staff in their pursuit of academic excellence.

The Operational Services Team provide the leadership, management and technical skills required to maintain and operate Charles Sturt University's built environment and infrastructure

## Organisational chart





## Reporting relationship

**This position reports to:** Operations Coordinator

**Supervisor:** Grounds Supervisor

**This position supervises:** N/A

## Key working relationships

- Client Service Officers
- Division of Facilities Management Staff

## Position overview

The Client Services Officer, Grounds reports to the Operations Coordinator but is under the day to day supervision of the Grounds Supervisor. The position is predominately a hands-on function, utilising the person's theoretical and practical knowledge in horticulture and turf management to contribute to the development and maintenance of the campus grounds and the routine servicing of grounds equipment. This position will assist the Manager, Campus Facilities to create a culture of service excellence within the Division and will be required to actively participate in the Department's continuous improvement service model.

## Principal responsibilities

- Use initiative and interpretation of task needs to ensure all allocated resources are utilised in a technically, commercially, and environmentally sound manner.
- Assist the Grounds Supervisor with the delivery of a regular program of works, that may include: establishing and maintaining lawn and garden areas; road and pavement repairs; litter collection; chemical handling; irrigation maintenance; etc.
- Routine daily maintenance of allocated grounds plant & equipment to ensure its safe & effective operation
- Actively participate in a multi-discipline team and wherever possible introduce innovation to improve existing processes.
- Participate in the Performance Management Scheme to develop the skills required in the team to meet the operational objectives of the Division.
- Other duties appropriate to the classification as required



## Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

<b>Innovative</b>	With creativity at our core, be open to new ideas and seek to find better ways.
<b>Adapt to change</b>	Explore the reasons for change and be willing to accept new ideas and initiatives.
<b>Plan and organise</b>	Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.
<b>Follow instructions and procedures</b>	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
<b>Cope with pressure and setbacks</b>	Cope with pressure, keep emotions under control, balance work and personal life, stay optimistic, handle criticism.
<b>Achieve personal work goals and objectives</b>	Accept and tackle demanding goals, work hard, make the most of development opportunities, seek progression.

## Physical capabilities

Applicant should be physically fit to perform heavy lifting; mobile; able to climb ladders; have the ability to work at heights; and possess good eye sight. The applicant should also be capable of withstanding adverse weather conditions when required.

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



## Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

### Essential

- A. An appropriate Trade Certificate 3 in Horticulture: turf; parks and gardens; or other related field and subsequent related experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Proven commitment to a client focused service role with demonstrated problem solving skills and the ability to work unsupervised to meet deadlines on assigned tasks.
- C. Understanding and willingness to implement precautionary work methods when handling chemicals and poisons with demonstrable understanding of environmentally sound grounds management principles and practises.
- D. Demonstrated understanding in the effective and safe operation and maintenance of a range of common grounds equipment with relevant Workcover training and/or accreditation.
- E. A current Class C driver's licence.
- F. Knowledge of Work health and safety principles and ability to overlay risk management skills across all work tasks to improve safety & welfare performance and demonstrated ability to interpret and work within policy guidelines and set procedures.

### Desirable

- G. Experience in Grounds maintenance in a large, complex environment.
- H. Previous experience with the development and maintenance of environmentally sustainable grounds.
- I. Experience with automatic and manual irrigation system's including problem and fault finding.





## New South Wales

Brisbane  
Study Centre

Dubbo

Port Macquarie

Orange

Bathurst

Goulburn  
NSW Police Academy

Sydney  
Study Centre  
Parramatta

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta  
Regional University Study Centre

## Victoria

Melbourne  
Study Centre

