

Position Title:	Technical Officer – Open Space Assets
Classification:	Band 4
Business Unit:	Park Services
Reports to:	Team Leader Open Space Asset Maintenance
Status:	Full Time
Approved by:	Director Sustainability, Assets and Leisure
Reviewed:	October 2022

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*

- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises five Directorates. These are:

- Community Wellbeing;
- Corporate Services;
- Customer and Community Experience;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost effective services that make a difference to our community.

2.2 About the Sustainability, Assets and Leisure Directorate

The Directorate provides leadership, direction and support in the following key Departments:

- Recreation and Open Space
- Parks Services
- Works Depot
- Projects and Infrastructure
- Project Management Office
- Glen Eira Leisure

The key aim of the Sustainability, Assets and Leisure Directorate is to work in partnership with stakeholders, both internal and external, to maintain our existing assets and places as well as create new, vibrant and sustainable ones that meet the current and future needs of our community.

2.3 About the Parks Department

There are 4 key areas within the Parks Department being:

- Open Space Maintenance
 - Horticulture Maintenance
 - Turf & Streetscape Maintenance
- Sports Grounds and Facilities
- Urban Forest
- Open Space Asset Management

3. Position, Purpose and Background

As part of a team engaged by Council's Parks Department, the Technical Officer – Open Space Assets will oversee and undertake operations and implement activities of the Open Space Assets Team by applying expert knowledge and decision-making skills to ensure that the open space assets are maintained to best practice standards ensuring high standards and safe work practices.

To contribute to the development and implementation of asset management plans and policies for the park operations management and maintenance systems.

Position Description

The position is an integral part of the Parks team and is responsible for providing services that meet the needs of customers across the range of local government open space services and planning for the delivery of services and monitoring the performance of service providers.

4. Working Relationships

Reports to:	Team Leader Open Space Asset Management
Supervises:	Contractors as required
Internal liaisons:	Parks Crew Leaders, Coordinator Sports Grounds & Facilities, Coordinator Urban Forest, Team Leader Sports Grounds & Facilities, Coordinator Open Space Asset Management, Team Leader Urban Forest, Senior Administration Officer, Councillors, Executive Management Group, Senior Leadership Group, Recreation & Open Space, Buildings and Properties, Projects & Infrastructure, Glen Eira Leisure, Environment and Sustainable Living, Works Depot Management & Staff
External liaisons:	Residents, members of the public, contractors, suppliers, government departments, statutory authorities, sporting clubs and associations

5. Key Responsibilities

Under the direction of the Team Leader Open Space Asset Maintenance, the Technical Officer Open Space Assets will:

- Assist the Team Leader Open Space Assets in managing works programs to ensure all works are completed to a high standard within prescribed timelines.
- Perform audits throughout the open space network on open space assets as required.
- Assist in the preparation of schedules for the above works.
- Assist with resource and cost estimates for minor construction and renovation/redevelopment works.
- Effectively maintain a responsive and professional relationship with a range of relevant internal clients, developers, various interest groups, individuals, and stake holders.
- To assist with the development of the Open Space Asset Management Plan by maintaining an accurate plant inventory for all sites and prepare lists detailing plant replacement requirements.
- Participate in team and departmental planning and reviews.
- Monitor the standards and outcomes of works and review work procedures and practices in line with continuous improvement principles.
- Assist in the preparation and monitoring of allocated maintenance schedules.
- Assist the Team Leader Open Space Assets if required to supervise contractors.
- Carry out Open Space Asset Maintenance operations requiring a high level of skill and judgment.
- Carry out and organise open space asset maintenance and development works.
- Conduct regular perception and condition audits on Parks.

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- Ensure all OH & S/Risk Management requirements are being met.
- Contribute to an accurate infrastructure and asset inventories for all sites and prepare lists detailing plant replacement requirements.
- Propose renovation/redevelopment requirements of sites i.e. playground upgrades, assets such furniture and fencing
- Responsible for contributing to ensuring the correct maintenance and repair of minor plant and equipment used by the unit is carried out.
- Refer work to and liaise with contractors when necessary.
- Assist to identify and recommend improvements and/or modifications to work processes to maximise productivity of the team and the quality of maintenance of open spaces.
- Ensure the correct and timely completion and submission of own of operational work documentation, including but not limited to internal reporting sheets, job costing and service request via Confirm & Pathway IT systems, plant checklists and other customer tracking system request sheets through the utilisation of mobile equipment.
- Communicate with other Asset Team Members to ensure as a team we are routinely maintaining equipment in accordance with procedures to maximise safety and clean working conditions, immediately highlight any incidents of inappropriate use or mechanical abuse, to the Team Leader Open Space Asset Maintenance.
- Assist to allocate resources to cover peaks in workload, holiday and sickness cover to ensure service delivery is maintained.
- Provide assistance and information to members of the public.
- Undertake other duties as and when directed by the Coordinator Open Space Maintenance.

6. OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights. Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

7. Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Technical Officer Open Space Assets Position:

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- Responsible to the Team Leader Open Space Asset Maintenance for daily operational decisions and allocation of work and to ensure the work is completed to an agreed standard.
- Assist the Team Leader Open Space Asset Maintenance to monitor operational performance of the Parks/Landscape Team and contractors as requested, including OH&S, work procedures, utilisation of plant and equipment and quality assurance of service delivery.
- Accountable for ensuring that all works are carried out to required standards and timelines.
- Accountable for the programming and quality of the Open Space Asset Maintenance team's maintenance work.
- Responsible for supervising in house staff, contractors and sub-contractors.
- Responsible for overseeing risks associated with work conducted by in house team, contractors, and sub-contractors.
- Accountable for managing the investigation and programming of customer requests.
- Accountable for purchasing goods and services within approved limits.
- Ensuring that all works are carried out to the relevant OHS regulations and that all staff, either Council or Contract, are adhering to them

8. Judgement and Decision-Making Skills

The following outlines the extent of judgement and decision making required by the Technical Officer Open Space Assets Position:

- Whilst procedures are documented and well understood, will be required to identify and utilise the appropriate methods and use of resources and equipment to undertake the required works on a day-to-day basis.
- Required to quantify the amount of resources needed to meet objectives.
- Assist the Team Leader Open Space Asset Maintenance in determining day-to-day minor operational problems that may arise whilst on site. Guidance is always available.
- Disseminate information on Parks Department and procedures.
- Assess work requirements and decide appropriate prioritization and method of carrying out work efficiently.
- Assess work requirements and decide appropriate method of setting priorities and carrying out work efficiently.
- Ability to understand, empathise, liaise and implement judgment and decisions on a broad range of issues in consultation with internal and external stakeholders.
- Ability to prioritise own work to ensure appropriate responses and decisions are delivered according to environmental conditions.
- Ability to make and implement decisions in an emergency.

9. Management Skills

The following describes managerial skills required by the Technical Officer Open Space Assets Position:

- Ability to direct a multi skilled team of employees, utilising plant and equipment to efficiently utilise the resources available to meet the required timeframes as directed by the Team Leader Open Space Asset Maintenance.
- Time management, in setting priorities, planning and organising one's own work.
- Highly developed ability to influence appropriate outcomes on behalf of Council and the Community.

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- Ability to apply asset maintenance knowledge and experience to prioritise and make appropriate decisions regarding works under varying conditions.
- Assist other employees in their tasks where required.
- An understanding and ability to implement basic personnel policies and practices including those related to Equal Employment Opportunity, Occupational Health & Safety and employees training and development is required.
- Ability to organize and prioritize works to manage stakeholder requirements.
- Implement work practices that comply with all relevant Codes of Practice and Risk Management strategies.
- Ability to prepare accurate time and material estimates and quotation of works.
- Ability to prioritise, plan and direct work of both self and others.
- Ability to manage operational projects within allocated budget.
- Good personal and team time management skills

10. Interpersonal Skills

The following describes the interpersonal skills required by the Technical Officer Open Space Assets Position:

- Routine liaison and communication internally and externally are required, including utilisation of electronic mobile handheld devices to complete work programs and to respond in real time to customer complaints/queries.
- Gain cooperation from other employees in the performance of well-defined activities.
- Effective customer service skills and ability to display a commitment to customer focused service.
- Ability to gain co-operation and assistance from clients, staff, stakeholders and other organisations.
- Ability to resolve issues by problem solving and influence.
- Ability to competently, tactfully and courteously manage verbal and written communications.
- Ability to communicate with Council Officers, clients and customers.
- Ability to instruct and work effectively as part of a team.
- Good problem-solving ability.
- Self-managed and motivated.

11. Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Technical Officer Open Space Assets Position:

- Broad knowledge and extensive experience in all aspects of open space asset & infrastructure maintenance.
- Understanding of the function of the position within its organisational context including relevant policies, regulations and precedents.
- Provide information to residents & park users regarding service delivery on request.
- Realign the day-to-day allocation of work under the direction of the Team Leader Open Space Asset Maintenance.
- Ability to work as part of the wider Parks team to achieve shared outcomes and goals, working to agreed programs to ensure that objectives and timeframes are met.
- Ability to organize and prioritize works in order to manage stakeholder requirements.

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- Implement work practices that comply with all relevant Codes of Practice and Risk Management strategies.
- Ability to prepare accurate time and material estimates and quotation of works.
- Ability to prioritise, plan and direct works of both self and others.
- Working knowledge of relevant Australian Standards regarding Playground Maintenance and Installation and safety requirements.
- A sound understanding of asset management principles.
- Negotiation and problem-solving skills.
- Sound project management skills and experience.

12. Qualifications and Experience:

- Trade Certificate or demonstrated experience a wide range of Parks and Gardens Operations, including major and minor items of open space asset furniture, playground equipment and infrastructure.
- Well-developed experience in Park or Asset Management.
- Experience in the leadership of staff, contractors, and the monitoring of budgets.
- Experience in communicating, liaising, and interacting with the general public.
- Experience in utilisation of parks/landscaping related asset management systems.
- Current Victorian car licence.

13. Performance Review

The Technical Officer Open Space Assets will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Technical Officer Open Space Assets may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

14. Selection Criteria

- Trade Certificate or demonstrated experience a wide range of Parks and Gardens Operations, including major and minor items of open space asset furniture, playground equipment and infrastructure.
- Relevant experience in overseeing works, maintaining, and improving open space assets & infrastructure.
- Ability to prioritise, plan and direct works of both self and others.
- Experience with safe operation and maintenance of open space assets & infrastructure.
- Well-developed computer skills. Competent in Word, Excel, Microsoft Outlook and CONFIRM is desirable.
- Current Victorian Driver's Licence.

Position Description

15. Other Information

- Position is subject to the satisfactory completion of Police Records Check, Employee Working with Children Check and Pre-employment medical.
- The position is based at Caulfield, however the incumbent will be required to travel to other locations and work-sites
- Victorian Driver's Licence is mandatory.
- Where required, in accordance with relevant current State Government Pandemic Orders for vaccination requirements, the successful candidate will need to demonstrate evidence of approved COVID-19 vaccination or authorised medical exemption for relevant roles.