

CITY OF WANNEROO POSITION DESCRIPTION – OPERATIONAL LEADER

POSITION TITLE: Technical Officer Horticulture	DIRECTORATE: Assets	DATE: August 2024
REPORTS TO: Coordinator Parks Contracts	SERVICE UNIT: Parks & Conservation Management	LEVEL: 7
POSITION NUMBER: IN23011 +	SUB UNIT: Parks Contracts	ROLE FOCUS: Advice
ROLE BALANCE: (People/Scheduling/Technical) 20/10/70	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Assets Directorate** is responsible for ensuring the City's assets are strategically planned, built and managed to a high standard. This includes ensuring the effective and efficient deployment of resources to maximise the benefits to the community. These benefits may be gained from major infrastructure projects like roads and buildings, and also community enhancing infrastructure like parks and coastal environments.

POSITION CONTEXT

Under broad supervision of the Coordinator Parks Contracts, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

As an operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs. The role communicates with a range of customers and stakeholders including consultants and contractors; vendors and suppliers; members of the public and City Leaders and employee. This role will be required to work outside of normal business hours as part of the monitoring and management of relevant contracts.

A challenging aspect of the role is undertaking accurate and consistent customer service and outcomes within an environment that includes regular interruptions, competing priorities and prescribed timeframes. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Manages designated parks contracts to a high standard that meets customer needs, corporate standards and legislative requirements within prescribed time limits.

Encompasses supervising staff and a working group of individuals delivering outputs to meet their own individual and team performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

- | | |
|--------------------------------|--|
| Provide Supervision | <ul style="list-style-type: none">● Productive work performance, including performance, conduct and safety staff under day-to-day supervision.● Allocation of tasks to staff under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources. |
| Collaboration & Teamwork | <ul style="list-style-type: none">● Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.● Thinks critically and actively collaborates with colleagues and Leaders.● Contributes to the development of business improvement initiatives. |
| Customers & Stakeholders | <ul style="list-style-type: none">● Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.● Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.● Builds and maintains relationships with customers and stakeholders that enable achievement of service excellence to the Community. |
| Efficient & Effective Delivery | <ul style="list-style-type: none">● Develops implements and evaluates maintenance programs and plans, delivered by contracted services that sustains and improves the City's parks and streetscapes.● Manages designated parks and maintenance and materials contracts, including the development of technical specifications and the procurement process, ensuring that the delivery of contracts meets contractual specifications and obligations.● Participates in negotiations to establish and review supply arrangements that will deliver value for money outcomes for the City.● Develops and implements contract management plans, resolve issues, monitor performance and negotiate contract variations through effective supplier relationships to enhance business outcomes.● Identifies, mitigates and escalates contract performance issues and risks to enable the organization to meet its obligations and maximise business opportunities.● Researches, analyses and reviews parker maintenance and horticultural issues, identifying emerging issues, developing evidence based options and recommending solutions.● Provides advice, guidance and technical support to customers and stakeholders on parks maintenance and horticultural issues in accordance with relevant policies and procedures.● Prepares reports in functional area or activity tailored to the needs of the audience.● Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.● Proposed innovation and business improvement initiatives within area of accountability activity. |

- | | |
|--|--|
| Systems & Processes | <ul style="list-style-type: none"> • Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Contributes to the development of processes and procedures that support the work of the Service Unit. |
| Resources,
Governance,
Compliance & Risk | <ul style="list-style-type: none"> • Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation. • Ensures contractors are aware of the City's OSH policies and procedures, and adhere to them. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Minimum Certificate IV in Horticulture, Turf or Arboriculture and or demonstrated experience.
- Experience in a similar role, managing contracts, developing specifications and scope of works.
- Intermediate experience in the efficient utilisation of information systems and technology.
- National Construction Induction Certificate (White Card).
- Provide First Aid Certificate
- C class Driver's License.

Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Advanced communication and problem-solving skills.
- Skilled in supervising the work of others, providing technical assistance and motivating staff.
- Intermediate negotiation and influencing skills.
- Intermediate research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in parks and streetscape areas.

Key Stakeholder Relationships:

- Support the Manager Parks & Conservation Management and Coordinator Parks Contracts to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Coordinator Parks Contracts.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader: James Hamp, Coordinator Parks Contracts

Date: 13 August 2024



Next Up Leader: Grant Chettleburgh, Manager Parks and Conservation Management

Date: 13 August 2024

