

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>GARDENER HORTICULTURAL MAINTENANCE</b>
<b>Position Number:</b>	<b>PWTP20</b>
<b>Classification:</b>	<b>BAND 4</b>
<b>Agreement/Award:</b>	<b>EBA</b>
<b>Responsible to:</b>	<b>TEAM LEADER PARKS MAINTENANCE</b>
<b>Service Area:</b>	<b>OPERATIONS</b>

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### Role and Summary Statement

The Gardener Horticulture Maintenance reports directly to the Team Leader Parks Maintenance and is responsible for maintenance of Council facilities and open spaces including tree planting, landscaping, mowing and bushland maintenance of parks, gardens, reserves, roadsides, road medians and paths on an ongoing cyclical program.

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### Tasks and Responsibilities

1. Undertake minor development works for Council facilities and open spaces.
2. Coordinate, plan and prioritise Council facilities and open spaces daily work maintenance program.
3. Maintain Council facilities and open spaces including civic gardens/floral displays/lake, tree planting and landscaping and bushland maintenance at local parks and reserves on an ongoing cyclical program.
4. Complete maintenance requests for horticulture maintenance for Council facilities and open spaces.
5. Organise materials (i.e. mulch and plants) to ensure efficient supplies for work continuity.
6. Undertake Parks Asset Surveillance in accordance with Service Delivery Plan.
7. Actively look to improve level of service and increase efficiency.
8. Liaise with internal and external stakeholders (i.e. trainees, contractors, volunteers and public) in the achievement of team and organisational goals and objectives.
9. Liaise with Team Leader Parks Maintenance regarding the condition of Council facilities and open spaces (i.e. unsuitable or dangerous conditions).
10. Maintain Council facilities and open space in accordance with best practice (i.e. planting guidelines, growth and maintenance requirements and seasonal requirements).
11. Ensure vehicles, plant and equipment are maintained and operated in accordance with safety standards.
12. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
13. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
14. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.
15. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment, and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).

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## Organisational Relationships

**Internal Relationships** Management Employees and Trainees.

**External Relationships** Residents, Park Users, and General Public

## Person Specification

### Qualifications & Experience

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

#### Qualifications

##### **Essential**

- A trade qualification in Horticulture relevant to the role, which must be attained via Certificate III (via an apprenticeship provider) or Certificate IV or equivalent.
- Current Victorian Drivers Licence.

#### Experience

##### **Essential**

- Demonstrated experience in Horticulture or similar field.
- Demonstrated experience in the maintenance of formal high profile gardens and floral displays.
- Demonstrated experience in Bushland Maintenance
- Ability to communicate with internal stakeholders (i.e. management and employees) and external stakeholders (i.e. general public) in achievement of team and organisational goals and objectives.
- Demonstrated experience in Parks, Tree and landscape maintenance and minor Landscape Construction
- Demonstrated experience in Customer Service skills .

#### Other Certificates, Checks, and Licenses

Drivers Licence (Manual). Pre-employment Medical Test, Psychometric Tests.

#### INTER-PERSONAL SKILLS:

- Positions in this Band require the ability to gain co-operation and assistance from members of the public and other employees in the performance of well-defined activities.
- Employees in this Band may also be expected to write reports in their field of expertise.

#### SPECIALIST SKILLS AND KNOWLEDGE:

- Employees in this Band must have the ability and skills to provide training in the post-trades or specialist disciplines either through formal training programmes or on-the-job training.
- Employees in this Band also require a thorough understanding of the relevant technology, procedures and processes used within their operating unit.
- Indicative but not exclusive of the skills required of an employee in this Band include:
  - Highly skilled horticultural work.
  - Safe and competent operation of Very Heavy Mechanical Plant.

#### MANAGEMENT SKILLS:

- Some positions in this Band are at the “work face” while others involve supervision of employees or groups of employees.
- All employees at this level should have sufficient freedom to plan their work at least a week in advance.
- Where supervision is part of the job, it is expected that the supervisor will assist other employees in their tasks where required.
- Supervisors are also expected to have a knowledge of personnel policies and practices applicable to the work performed and supervised employees.

#### JUDGEMENT AND DECISION MAKING:

- In positions in this Band, the objectives of the work are well defined but the particular method, process of equipment to be used must be selected from a range of available alternatives.
- For supervisors, the process often requires the qualification of the amount of resources needed to meet those objectives.
- Guidance and counsel are always available within the time available to make a choice.

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- They are expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.

- Employees in this Band may exercise high precision trade skills using various materials and/or specialised techniques.
- Positions in this Band provide direction, leadership and on-the-job training to supervised employees or groups of employees.
- Employees with supervisory responsibilities are required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and made aware of all occupational, health and safety policies and procedures.

**Agreement:** I have read, understood and agree to comply with this position description.

**Name:** .....

**Signature:** .....

**Date:** .....

<b>Prepared by:</b>	<i>Human Resources</i>	<b>Authorised By:</b>	<i>V. King (Manager Operations)</i>
<b>Date Reviewed:</b>	<i>June 2017</i>		

### SELECTION CRITERIA

**Criteria 1.**

A trade qualification in Horticulture relevant to the role, which must be attained via Certificate III (via an apprenticeship provider) or Certificate IV or equivalent along with a valid drivers license.

**Criteria 2.**

Demonstrated experience in Horticulture, Land Management or Parks Maintenance or similar field.

**Criteria 3.**

Demonstrated experience in the maintenance of formal high-profile gardens and floral displays.

**Criteria 4.**

Demonstrated experience in tree and landscape maintenance, bushland maintenance and minor Construction and redevelopment.

**Criteria 5.**

Demonstrated ability to program seasonal works in accordance to seasonal conditions, prioritise works and maintenance programs.

**Criteria 6.**

Demonstrated ability to work with minimal supervision, supervisory experience, training and mentoring skills.

**NOTE:**

**Candidates are required to address each of the Selection Criteria in their applications.**

**PERSONAL CAPABILITY REQUIREMENTS**  
**TASKS DESCRIPTIONS (Tick relevant frequency)**

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk	✓			
Sitting – vehicle		✓		
Operating Telephone / Computer		✓		
Writing / Reading		✓		
<b>Manual Handling</b>				
Bending / Twisting Spine				✓
Working with one or both hands above shoulder height				✓
Lifting (5kg or under p/item)			✓	
Lifting (5kg or over p/item)			✓	
Requiring low/light application of force				✓
Requiring medium to high application of force			✓	
Lifting/holding/restraining children	✓			
Exerting force in an awkward posture		✓		
Holding & supporting equipment				✓
<b>Agility</b>				
Squatting / Kneeling				✓
Looking up / Looking down				✓
Reaching forwards or sideways				✓
Gripping or grabbing equipment				✓
<b>Mobility</b>				
Walking / standing- briefly				✓
Walking / standing- extended				✓
Walking on uneven ground			✓	
Climb steps/stairs			✓	
Climb ladder		✓		
Driving – passenger vehicle	✓			
Driving – light commercial (regular drivers licence)		✓		
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
<b>Sensory</b>				
Hearing – face to face / telephone conversations	✓			
Hearing – working with loud machinery			✓	
Visual – read printed material, signage		✓		
Visual – computer screen, electronic signs		✓		
Visual – driving		✓		
Visual – watching with vigilance (e.g. SXS, Lifeguard)	✓			
<b>Emotional</b>				
Dealing with complex customers / residents	✓			
Supporting dependent persons	✓			
Dealing with conflict	✓			
Managing complex personal situations	✓			
Providing empathy	✓			
<b>Work Environment</b>				
Outdoor – exposed to elements, plant & equipment				✓
Confined spaces	✓			
Working alone				✓
Working at heights (greater than 2m)	✓			
Exposure to extensive dust		✓		
Pollen (or other allergens)				✓
Exposure to polluted odours and/or chemicals	✓			
Personal waste	✓			

**Office Use - Pre employment Medical Checks**

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

**Office Use – Other Checks**

	If selected – Risk assessment for PDA recommended
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# Our Workplace Values



## Co-operation

*Working together and sharing knowledge to achieve common goals and agreed outcomes.*

We encourage people to:

INVOLVE OTHERS

Work with others in decision-making and the development of goals and plans.

ACHIEVE

Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.

ORGANISATIONAL GOALS

SUPPORT COLLEAGUES

Recognise strengths and demonstrate appreciation of team members.

VALUE PEOPLE

Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.

BUILD RELATIONSHIPS

Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.

BE ACTIVE TEAM

Be accountable and acknowledge and support those who demonstrate leadership.

MEMBERS

## Commitment

*Leading by example to achieve the best result for the organisation and the community.*

We encourage people to:

BUILD TRUST

Act with openness, honesty, and integrity.

SEE THINGS THROUGH

Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.

DEVELOP SKILLS

Actively seek feedback and opportunities to improve skills.

TAKE INITIATIVE

Anticipate the requirements and needs of others and take action outside of routine responsibilities.

SEEK RESPONSIBILITY

Take on responsibilities that will broaden experience and add to the effectiveness of the team.

## Communication

*Sharing information and ideas at all levels, the Council and the community.*

We encourage people to:

LISTEN TO OTHERS

Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.

DEMONSTRATE RESPECT FOR ALL

Respect others' opinions and views.

ACT WITH HONESTY AND INTEGRITY

Communicate openly and honestly and act with integrity.

COMMUNICATE CLEARLY AND EFFECTIVELY

Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.

KEEP OTHERS INFORMED

Willingly share information and keep the community and colleagues well informed.

USE INFORMATION

Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

ETHICALLY

## Continuous Improvement and Innovation

*Consistently finding better ways of delivering service and value*

We encourage people to:

UNDERSTAND NEEDS

Seek to clearly understand the requirements of those to whom we provide service.

SOLVE PROBLEMS

Raise problems openly, consult with others and generate alternative options.

CONSIDER

Take inspiration from internal and external influences to form new ideas, approaches, better processes and practices.

ALTERNATIVES

Demonstrate flexibility and a willingness to embrace change.

EMBRACE BETTER WAYS

Continually measure and assess the performance of the activities in which we are involved, review processes and provide honest and constructive feedback.

EVALUATE

PERFORMANCE

Think outside the square to explore new ideas and opportunities.

ENCOURAGE INNOVATION

STRIVE FOR EXCELLENCE

Seek to lead the way.

SHARE IDEAS WITH

Promote and communicate ideas.

OTHERS

## Maroondah City Council – Core Competencies

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>
<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>



## Maroondah City Council – Core Competencies

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p><b>Customer Service Skills</b></p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p><b>Customer Focus and Quality</b></p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p><b>Customer Service Management</b></p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p><b>Stakeholder Engagement and Management</b></p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p><b>Agility and Critical Thinking</b></p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p><b>Conduct and Governance</b></p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p><b>People and Teamwork Skills</b></p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p><b>People Management / Development</b></p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p><b>Leadership and Coaching</b></p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p><b>Innovation Leadership</b></p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p><b>Change Leadership</b></p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p><b>Transformational Leadership</b></p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p><b>Personal Planning and Effectiveness</b></p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p><b>Team Planning and Work Organisation</b></p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p><b>Team Planning, Performance and Process Improvement</b></p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p><b>Service Delivery Planning and Execution</b></p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p><b>Strategic Thinking, Planning and Foresight</b></p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p><b>Community Focus and Service Delivery</b></p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p><b>Self Management and Personal Development Skills</b></p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p><b>Emotional Intelligence</b></p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p><b>Relationship Building and Stakeholder Management</b></p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p><b>Organisational/ Environmental Awareness / Systems Thinking</b></p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p><b>Political Acumen and Strategic Influencing</b></p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p><b>Positioning and Partnerships</b></p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>