



Position Details

Position title:	Parks and Gardens Technical Officer
Award Classification:	Band 6
Department:	Waste and City Maintenance
Division:	Operations and Infrastructure
Date Approved:	December 2024
Approved By:	General Manager Operations and Infrastructure

Organisational Relationships:

Reports To:	Coordinator Parks and Trees
Supervises:	Nil
Internal Stakeholders:	Council Employees and Managers, Executive Team, and Councillors
External Stakeholders:	Government representatives, Statutory Authorities, clients, suppliers, consultants, contractors, and Friends Groups.

Position Objectives

- Assist with the protection, enhancement and improvement of the amenity and biodiversity of Council's parks, reserves, building surrounds, road, and streetscape green assets by ensuring management plans are adhered to, and maintenance and replanting programs are implemented.
- Provision of technical advice and support to the Parks and Trees team and other departments across Council on the management of parks, reserves, horticulture, and native vegetation sites, building surrounds, and road and streetscape green assets.
- Ensure agreed service levels are delivered and performance targets are met, through monitoring and reporting on Contractor performance, and provision of professional and timely responses and communications to customer service queries.

Key Responsibilities and Duties

- Prepare management plans, routine maintenance programs and replanting programs, for all Council parks; reserves; horticultural and native vegetation sites; road and streetscape green asset sites; and Community and Childcare Centre surrounds; delivered by Open



Space Maintenance contractors.

- Provide technical expertise and advice on parks, horticulture, environmental management and maintenance best practice, problem identification and resolution including the preparation of reports.
- Respond to requests – from internal and external customers – for all parks, horticulture, building surrounds, road and streetscape, and native vegetation sites and assets, resolve conflict and provide specialist guidance and work instructions to contractors.
- Carry out performance checks to ensure all Open Space Maintenance contractors comply with the contract requirements, undertake audits, and attend contract meetings.
- Ensure service levels are consistent with management plans, maintenance programs, replanting programs, and contract specifications, and keep clear documentation and records.
- Authorise works and process payments within delegation limits and carry out such duties as directed by the Coordinator Parks and Trees, within the limits of their skill, competence, and training.

Accountability and Extent of Authority

- Moderate degree of authority to act on behalf of Council to achieve policy and strategy objectives.
- Responsible for providing accurate and concise information to customers – both internal and external.
- Responsible for management of allocated budget within delegated authority
- Positively represent the City of Port Phillip when communicating with external customers.
- All duties are to be completed within expected delivery timeframes.

Judgment and Decision Making

- Understand and make operational decisions in line with Council policies and procedures regarding amenity, service performance checks, quality assurance, sustainability, and safety of our green assets infrastructure.
- Perform tasks using own judgement to solve problems/issue selecting solutions from a range of techniques, systems, equipment, methods, or processes with guidance and advice usually available.

Specialist Skills and Knowledge

- Specialised knowledge in horticulture, and environmental management, maintenance, operations, and procedures, with strong plant identification and problem resolution skills.
- Excellent interpersonal and communication skills and well-developed skills in the coordination, supervision, and monitoring of contractor performance.
- Ability to gain cooperation and assistance from other employees and contractors to ensure maintenance activities are completed with the least disruption to the public.



- Demonstrated administrative, organisational and time management skills, with a familiarity of budgeting techniques in a local government environment.
- Proficiency in the use of computer packages including MS Office and other corporate systems, such as GIS, asset management and customer service programs.
- Demonstrated experience of developing and delivering work programs in a team environment to achieve organisational strategies in line with policies and procedures of the of the wider organisation.

Management Skills

- Ability to manage own time, plan and organise own work and resources with limited supervision and that of others as required.
- Ability to co-ordinate and undertake a range of tasks simultaneously and often under pressure.
- Effective contract / project management skills and methods.

Interpersonal Skills

- Excellent written and verbal communication skills.
- Ability to effectively communicate face to face with customers (internal and external) to resolve matters in a sensitive manner.
- Ability to gain cooperation and assistance from internal departments and key stakeholders in the administration of defined activities.
- Assist other employees by providing technical horticulture and environmental management advice and guidance.
- Proficiency in preparing internal or external correspondence and reports with an appropriate awareness of sensitivity to the reader.

Qualifications and Experience

- Tertiary qualification in Horticulture / Environmental Management with some experience or substantial relevant experience.
- At least 5-years' experience in parks, horticulture, or environmental management, maintenance, and operations, with broad technical knowledge, preferably in Local Government.
- Experience in the development of environmental management plans for native vegetation areas, and work programs for open space maintenance contractors.
- Current Agricultural Chemical Users Permit (desirable)
- Experience and ability to capture and record data including by digital means.

Physical Requirements

- Daily work will be performed in a mix of indoor and outdoor environment, as such:
 - Physical demands are moderate, consisting of the ability to sit, stand, stoop, reach,



bend, climb, lift, and pull using safe manual handling practices.

- Successful applicants may need to complete an assessment to ensure they meet the inherent physical requirements of the role.

Mandatory Requirements

- Victorian Driver License and VicRoads License verification
- Victorian Working with Children Check

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

- Pre-employment screening will apply to all appointments.
- Prior to a formal letter of offer, preferred applicants will be asked to provide:
 - Evidence of mandatory qualifications/registrations/licenses,
 - Sufficient proof of their right to work in Australia
 - Sufficient proof of their identity.
 - Complete a National Police Check completed via City of Port Phillip's Provider.
 - Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

- A tertiary qualification suitable for the position with at least 5-years' experience in the management of parks, horticultural and/or native vegetation sites, preferably in Local Government or substantial relevant experience.
- Demonstrated experience implementing management plans and maintenance programs for parks, horticultural, road and streetscape, and native vegetation sites, with strong plant identification and problem resolution skills.
- Demonstrated ability to supervise, manage and report on contractor performance, understanding contract conditions, ensuring the intended outcomes of the service are delivered.
- Highly developed interpersonal skills and the ability to effectively communicate with internal and external customers.
- Experience and competency in providing high-level customer service and the ability to manage and resolve complex parks and horticulture related issues.
- Ability to meet timelines, work autonomously and in a team environment.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.