



City of  
Norwood  
Payneham  
& St Peters

## TEAM MEMBER, PARKS & GARDENS

### POSITION & PERSON DESCRIPTION

September 2021

#### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, aligns with the strategic and corporate directions of the Council as set out in the *City Plan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

**DEPARTMENT:** Urban Services

**UNIT:** City Services

**SECTION:** Parks & Gardens

**ORGANISATIONAL RELATIONSHIP:** The position reports to a Team Leader, Parks & Gardens, which may vary from time to time and at times, may be required to act under the supervision of the Leading Worker, Arboriculture.

The position is also expected to work in collaboration with other Team Members, Apprentices and Temporary (Agency) Staff.

**NO. OF DIRECT REPORTS:**

*Nil*

**AWARD & CLASSIFICATION:** Local Government Employees Award and the City of Norwood Payneham & St Peters Local Government Employees' Enterprise Agreement, Municipal Employee, Grade 4  
*Grade 5 requires Certificate III in Horticulture*

## OVERVIEW

Working within a small multi-skilled team, the Team Member undertakes a wide range of tasks associated with the maintenance of the City's parks, gardens, reserves, sports fields, streetscapes and street trees.

Typical tasks undertaken by the Team Member include proactive maintenance works such as mowing, mulching, pruning, planting, weed control and playground inspections, and also include reactive and emergency works such as removal of fallen trees, litter collection, irrigation repairs, limb removal and collection of dead animals.

Typical machinery required to be used in the execution of works, includes ride-on and push-along grass mowers, brush cutters, chainsaws, pole saws, elevated working platforms, leaf blowers and wood chippers. The Team Member is expected to undertake the safe and efficient use of the available plant and tools.

Major plant includes tipping trucks, skid steer loaders and backhoes, however this plant is only used by properly licensed Team Members as assigned.

Team Members are required to follow the instructions provided by their Team Leader in the execution of assigned works and are expected to be able to work with minimal supervision.

Works are often carried out in close proximity to traffic and as such, Team Members are required to be familiar with appropriate work zone traffic management practices and implement appropriate measures at each work site.

While each Team is assigned a work zone, a City-wide approach is taken to get things done. Team Members are therefore expected to work co-operatively with all City Services Field Staff and may be reassigned between Teams from time to time as required. At times, the Team Member may be required to work in the Arboriculture team undertaking tasks such as, formative pruning, shaping and dead-wooding.

Team Members are expected to work closely with Team Leaders and other staff in determining work plans, goals and targets which will deliver the various organisational plans, strategies and corporate directions. They are expected to have and promote an ethos of continuous improvement and be prepared to develop themselves.

The ability to use self-initiative is critical in the small team environment, as is the need to be reliable and trustworthy.

<b>ORGANISATIONAL VALUES</b>
------------------------------

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

- |                                |  |
|--------------------------------|--|
| <b><i>Our People</i></b>       | We are passionate, committed, empowered and accountable and we recognise the contribution of others.                               |
| <b><i>Working Together</i></b> | A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done. |
| <b><i>Leadership</i></b>       | Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.                         |
| <b><i>Excellence</i></b>       | We strive for excellence in everything we do and we encourage innovation and quality.  |
| <b><i>Integrity</i></b>        | We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.     |
| <b><i>Service</i></b>          | We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.                  |

## POSITION OBJECTIVES

- To undertake various tasks involved in the maintenance of the City's parks, gardens, reserves, creek lines, sports fields, streetscapes and street trees and associated infrastructure.
- To undertake various tasks involved in open space development, such as landscaping, irrigation installation or repair, planting trees and vegetation and installing park furniture, as well as undertaking various tasks associated with the amenity of open space.
- To undertake reactive works and respond to emergency situations, which may involve street trees, including the collection of fallen trees or limbs and clean up from storm damage and irrigation bursts or the removal of litter.

## KEY RESULT AREAS

- *Operational Responsibilities*
  1. Execution of works
  2. Reporting on works
  3. Customer service
- *Organisational Responsibilities*
  1. Corporate Governance
  2. Environmental Sustainability
  3. Work Health & Safety and Injury Management
  4. Organisational Values

## **OPERATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. Execution of works**

- Undertake all necessary maintenance activities associated with the assigned parks, gardens, reserves, creek lines, sports fields, streetscapes and street trees. Activities include, but are not limited to: mowing, pruning, mulching, planting, watering, installing and repairing irrigation systems, collecting litter and dead animals, applying herbicide and pesticide, maintaining park furniture and BBQ's, painting, inspecting and maintaining playground equipment and tree pruning or removal.
- Undertake all necessary activities associated with the safety and amenity of the City's open space. Activities include, but are not limited to: collecting litter, removing dead animals and clearing leaf debris from community land, roads and footpaths.
- Utilise appropriate plant, machinery and tools in the execution of works, but only when competent to do so, and with any necessary licence.

#### **Performance Indicators**

- Horticultural and other maintenance works are completed to accepted industry standard, in a timely and accurate manner.
- High level of amenity is maintained in the areas of responsibility.
- Proper work zone traffic management signs and devices are installed at all work sites where traffic management is required.
- Plant, machinery and tools are maintained in good condition and are used in accordance with operational procedures.

#### **2. Reporting on Works**

- Records appropriate to assigned responsibilities are kept, including records of minor purchases made (eg: submission of dockets), erection of traffic control devices, injuries and incidents, etc.

#### **Performance Indicators**

- Dockets and receipts are submitted in a timely manner.
- Records of all regulatory traffic control devices used in the execution of works are kept.
- Plant checks are undertaken in accordance with adopted standards.
- All other records are kept in an accurate and timely manner.

#### **3. Customer Service**

- Deal with citizens and customers in a courteous and professional manner.

#### **Performance Indicators**

- Citizens and customer enquiries are dealt with in a courteous and professional manner and referred-on appropriately where necessary.

## **ORGANISATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. CORPORATE GOVERNANCE**

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Equal Employment Opportunity (EEO) principles in the workplace.
- Contribute to the organisations continuous improvement program, Australian Business Excellence Framework (ABEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with the Values.

#### **Performance Indicators**

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with EEO principles.
- Organisational values observed at all times.
- Participation in all ABEF programs as required.

#### **2. ENVIRONMENTAL SUSTAINABILITY**

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

#### **Performance Indicators**

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

### **3. WORK HEALTH & SAFETY and INJURY MANAGEMENT**

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

#### **Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

### **4. ORGANISATIONAL VALUES**

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

#### **Performance Indicators**

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.



## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND/OR EXPERIENCE**

- Certificate II in Horticulture or significant demonstrated vocational experience
- Current motor vehicle driver's licence (Class MR or greater)
- Chainsaw competency ticket and elevated work platform competency ticket
- Work Zone Traffic Management Certificate

### **KNOWLEDGE**

- High level of knowledge of horticultural best practice
- General knowledge of the principles of Work Health & Safety
- Sound knowledge of good customer service principles
- Sound knowledge of Fair Treatment principles
- Sound knowledge of best practices relating to traffic management at work zones & road signage.

### **SKILLS**

- Skilled in all aspects of general horticultural work, including the maintenance of reserves, tree planting, tree pruning, irrigation repairs and installation, and the use of horticultural machinery
- Good time management and organisational skills
- High level of communication and interpersonal skills in order to communicate effectively with a wide range of people
- Good level of numeracy and accuracy

### **EXPERIENCE**

- Proven experience in horticultural practice, involving or relating to the maintenance of open space.
- Broad experience in the operation of plant, machinery and tools
- Experience working in a close team environment

### **PERSONAL ATTRIBUTES**

- Willingness and ability to participate as a team member as well as to work alone.
- A commitment to implementing Workplace Agreement initiatives.
- A commitment to achieving best practice processes.
- Demonstrate initiative and self-motivation whilst working under minimal supervision.
- Good work ethics including the ability to take direction from the Team Leader, Parks & Gardens and all other relevant staff members.
- Ability to develop new technical skills and embrace new technology and techniques.
- Commitment to provide a high level of customer service.
- Willingness to be solutions focussed.
- Willingness to be innovative and flexible.
- Willingness to work under various weather conditions, often away from conveniences.
- Willingness to work with and assist lesser skilled employees, including apprentices

### **DELEGATION & AUTHORITY**

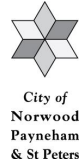
- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.



## **JOB REQUIREMENTS**

- Australian Criminal History (Police) Clearance.
- Department of Human Services (DHS) Working With Children Clearance.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development and maintain competency levels.
- Work Health & Safety (WHS) competencies and training requirements include:
  - *Sun Smart UVS* Awareness (annually)
  - Personal Protective Equipment (every five (5) years)
  - Prevention of Falls General Awareness (every two (2) years)
  - Hazardous Chemicals Awareness (induction and every five (5) years)
  - Electrical Safety Awareness (induction and every five (5) years)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Heat Stress Awareness (every three (3) years)
  - Working With Wildlife (every three (3) years)
  - Canine Behaviour (every five (5) years)
  - Confined Spaces Awareness (every five (5) years)
  - Asbestos Containing Material (every five (5) years)
  - Hazardous Manual Tasks Awareness (every three (3) years)
  - Fatigue Awareness (every five (5) years)
  - Chainsaw Operating Licence (every five (5) years)
  - Work Zone Traffic Management Ticket (every three (3) years)
  - Medium Rigid (MR) Licence (every ten (10) years)
  - i-Responda Basics (every five (5) years)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Some work outside of normal hours may be required.

**TEAM MEMBER, PARKS & GARDENS**  
**POSITION & PERSON DESCRIPTION**  
September 2021



**DATE POSITION REVIEWED:**

**DATE CURRENT INCUMBENT APPOINTED:**

**DATE CURRENT INCUMBENT TO COMMENCE:**

**EMPOWER REVIEW SCHEDULED FOR:**

**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Team Member, Parks & Gardens.

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**Chief Executive Officer**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Peter Perilli  
**General Manager, Urban Services**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chris McDermott  
**Manager, City Service**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Wayne Bambrick  
**Works Coordinator, Parks & Gardens**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Team Member Parks & Gardens has been read and agreed to by

\_\_\_\_\_  
**Team Member, Parks & Gardens**

\_\_\_\_\_  
Date

# Our Values Behaviour Statements

## Individual Behaviour

## Organisational Behaviour

**Our People**  
We are passionate, committed, empowered and accountable and we recognise the contribution of others.

**Working Together**  
A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

**Leadership**  
Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

**Excellence**  
We strive for excellence in everything we do and we encourage innovation and quality.

**Integrity**  
We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

**Service**  
We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

### Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

### Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

### Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

### Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

### Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

### Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

### Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

### Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

### Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

### Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

### Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

### Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of  
Norwood  
Payneham  
& St Peters

## Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
<p><b>One Council working together</b></p> <p>We believe that by working together seamlessly we provide an outstanding experience</p>	<ul style="list-style-type: none"> <li>I will collaborate to get better outcomes</li> <li>I will deliver in a mutually agreed timeframe</li> <li>I will reflect on how my actions contribute to the whole experience</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of Systems Thinking and the impact of your actions and decisions</li> <li>Role clarity and understanding your role and the role of others</li> </ul>
<p><b>Own the experience</b></p> <p>We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome</p>	<ul style="list-style-type: none"> <li>I will put myself in the customer's shoes which will guide my actions</li> <li>I will be courageous to give the customer the best experience I can</li> <li>I will follow up and follow through</li> </ul>	<ul style="list-style-type: none"> <li>Ability to be courageous in addressing customers' needs and trying new solutions</li> <li>Emotional intelligence</li> <li>Ability to follow up the service through the system</li> <li>Active listening skills</li> </ul>
<p><b>Bring my best</b></p> <p>We know that we impact the people we are serving so we choose a positive impact every time</p>	<ul style="list-style-type: none"> <li>I will be professional and positive</li> <li>I will ask for feedback and reflect on my service to improve</li> <li>I will practice self-regulation, self-care and know when to ask for help</li> </ul>	<ul style="list-style-type: none"> <li>Skilled in giving and receiving constructive feedback</li> <li>A commitment to stay up to date in technical skills and knowledge</li> <li>Employs strategies to maintain personal and professional resilience</li> </ul>
<p><b>Be adaptable</b></p> <p>We know who we are serving and adapt our style to deliver what they need</p>	<ul style="list-style-type: none"> <li>I will ask enough questions to understand what service is needed</li> <li>I will adjust my approach to suit the situation</li> <li>I will be proactive, consider alternatives and creative solutions</li> </ul>	<ul style="list-style-type: none"> <li>Skilled in being agile and adaptable</li> <li>Ability to look for alternatives for best outcomes</li> </ul>
<p><b>Keep it simple</b></p> <p>We remove barriers and blockers that get in the way of outstanding service</p>	<ul style="list-style-type: none"> <li>I will use language that is easy to understand</li> <li>I will actively listen and stay focused on the situation at hand</li> <li>I will offer relevant answers and solutions</li> </ul>	<ul style="list-style-type: none"> <li>Ability to communicate well and use positive and constructive language</li> </ul>

