

Position Description

Position Title:	Open Spaces and Community Assets Coordinator
Award:	Queensland Local Government Industry (Stream A) Award - State 2017
Section:	Administration, Clerical, Technical, Professional Community Service, Supervisory and Managerial Services
Classification:	Level 7
Employment Type:	4 Year Over – Award Contract
Department:	Engineering
Reports to:	Operations Manager
Direct Reports:	3

POSITION OBJECTIVE

The Open Spaces and Community Assets Coordinator is responsible for coordinating the maintenance, presentation, operation, compliance and continuous improvement of Council open spaces, recreational facilities, parks, gardens, cemeteries, public amenities, airport operational areas, enterprise facilities and associated community assets.

The position provides operational leadership to employees, contractors and external facility managers to ensure community assets and Council-owned enterprises are maintained and operated safely, efficiently and in accordance with approved service levels, budgets, legislative obligations, contract requirements and community expectations.

The Coordinator acts as Council Aerodrome Manager for Hughenden Airport and is responsible for aerodrome compliance oversight, audit coordination, management plan review, regulatory liaison, operational risk management and ensuring the Aerodrome Reporting Officer function is effectively managed.

The position is responsible for Council operational liaison and performance oversight for Council-owned enterprises and managed facilities, including the Allen Terry Caravan Park, Community Gym, Hughenden Memorial Swimming Pool, Hughenden Landfill, Council worker accommodation facility and airport facilities.

The role is also responsible for operational oversight of the Local Laws Officer, including local laws administration, regulatory service coordination and compliance activities within the scope of Council policy, delegations and legislative requirements.

The role supports tourism, liveability, public safety, regulatory compliance, community access and customer outcomes through well-maintained visitor-facing infrastructure, effective facility management, compliant aerodrome operations and responsive community asset services.

KEY POSITION RESPONSIBILITIES

Open Spaces and Community Asset Management

- Coordinate maintenance programs for parks, gardens, reserves, streetscapes, landscaped areas, public amenities, cemeteries, recreational facilities and other Council-managed community assets.
- Monitor and maintain agreed standards of presentation, accessibility, safety and functionality for Council open spaces and community assets.
- Coordinate mowing, irrigation, tree management, turf maintenance, streetscape presentation and open space improvement programs.
- Monitor asset condition and identify maintenance, renewal and replacement priorities.
- Maintain accurate records
- relating to asset condition, defects, inspections, work orders and completed maintenance activities.
- Support tourism, events, sport, recreation and community outcomes through safe and attractive public spaces and facilities.

Enterprise and Facility Management

- Act as Council primary operational liaison for external managers, contractors and service providers responsible for Council-owned enterprises and community facilities.
- Monitor operational performance and contract compliance for the Allen Terry Caravan Park, Community Gym, Hughenden Memorial Swimming Pool, Hughenden Landfill, worker accommodation facility and other assigned enterprise facilities.
- Review contractor and manager reports, KPIs, incident reports, patronage information, financial information, maintenance logs and operational performance information as required.
- Coordinate regular meetings with facility managers and contractors to review performance, service standards, customer feedback, asset issues, risks and improvement opportunities.
- Escalate contract performance, safety, compliance, customer service or operational issues to the Operations Manager, Director of Engineering or relevant Council officer where required.
- Work with the Procurement and Contracts Officer to support contract renewals, variations, extensions, re-tendering, performance reviews and contract administration requirements.
- Work with the Asset Management Coordinator to identify enterprise asset renewal, maintenance, lifecycle and capital improvement requirements.
- Ensure enterprise facilities are managed in a manner that supports customer service, compliance, value for money and protection of Council interests.

Aerodrome Management and Compliance

- Act as Council Aerodrome Manager for Hughenden Airport and provide overall operational governance, compliance oversight and coordination for aerodrome operations.
- Ensure Hughenden Airport is operated, maintained and managed in accordance with applicable aviation legislation, CASA requirements, the Aerodrome Manual, operational procedures, Council policies and relevant safety obligations.
- Maintain oversight of the Aerodrome Reporting Officer function, including inspections, serviceability checks, operational reporting, records, hazard management and escalation of defects.
- Attend, coordinate and respond to CASA, technical, operational, safety, security, electrical and other aerodrome-related audits, inspections and reviews.
- Coordinate updates and controlled amendments to the Aerodrome Manual, Aerodrome Emergency Plan, Wildlife Hazard Management Plan, inspection procedures, risk registers and other required airport management plans.
- Ensure audit findings, non-conformances, corrective actions and improvement actions are recorded, assigned, monitored and closed out within required timeframes.
- Liaise with CASA, Airservices Australia, airport users, RFDS, emergency services, contractors, consultants and government agencies on airport compliance, safety and operational matters.

- Provide reports and advice to the Operations Manager and Director of Engineering on airport compliance, risk, operational performance, budget requirements and emerging issues.

Local Laws and Regulatory Services

- Provide operational oversight and support to the Local Laws Officer.
- Coordinate local laws service delivery in accordance with Council policies, procedures, delegations and legislative requirements.
- Monitor local laws requests, complaints, inspections and compliance activities to ensure timely and consistent responses.
- Support the Local Laws Officer with prioritisation, reporting, record keeping and escalation of complex, sensitive or high-risk matters.
- Promote a fair, consistent, educative and customer-focused approach to local laws compliance and enforcement.
- Liaise with People Safety and Governance, Customer Service, Environmental Health, Rural Lands and other relevant Council officers on local laws matters as required.

Airport, Cemetery and Funeral Service Oversight

- Provide operational oversight of airport, cemetery and funeral service activities undertaken by the Aerodrome Reporting Officer / Funeral Director.
- Ensure cemetery operations, burial coordination, funeral services and cemetery records are managed respectfully, accurately and in accordance with Council requirements.
- Coordinate maintenance of cemetery grounds and associated infrastructure respectfully and professionally.
- Ensure airport, cemetery and funeral service records, risks, defects and service delivery issues are appropriately recorded and escalated.
- Support community-facing services with discretion, sensitivity and professionalism.

Operational Delivery, Budgets and Contractor Management

- Develop and coordinate work schedules, operational plans, maintenance programs and service delivery priorities for Open Spaces and Community Assets.
- Allocate labour, plant, materials and contractor resources to achieve operational objectives.
- Coordinate contractors undertaking maintenance, operational works, facility management, enterprise operations or specialist services.
- Monitor contractor performance, safety, service delivery, customer outcomes and compliance with contract requirements.
- Monitor expenditure against approved budgets and provide timely budget updates, forecasts and reports.
- Ensure procurement and purchasing activities comply with Council procurement policies, delegations and value-for-money requirements.

Leadership, Customer Service and Community Engagement

- Provide day-to-day leadership, direction and support to direct reports and relevant operational teams.
- Engage with sporting clubs, community organisations, facility managers, airport users, contractors and community members to identify service improvements and asset needs.
- Manage complex customer enquiries, complaints, operational issues and stakeholder concerns in a professional and timely manner.
- Promote positive customer service outcomes across open spaces, community assets, local laws and enterprise facilities.
- Support community education and communication activities associated with open spaces, community assets, local laws, enterprise facilities and airport operations.

Asset Planning, WHS, Environmental Management and Reporting

- Work with the Asset Management Coordinator to support asset condition data, renewal planning, maintenance prioritisation and lifecycle planning for open spaces, community assets, airport assets and enterprise facilities.
- Ensure work activities comply with Council WHS, environmental, risk management and contractor management requirements.

- Promote sustainable practices relating to water use, irrigation, vegetation management, waste, public amenity and resource use.
- Prepare reports, briefings, budget updates and operational performance information as required by the Operations Manager or Director of Engineering.
- Ensure hazards, incidents, near misses, non-conformances and corrective actions are reported and managed in accordance with Council procedures.

SELECTION CRITERIA

Essential

- Demonstrated experience coordinating the maintenance and operation of open spaces, community assets, recreation facilities, public amenities, or similar infrastructure.
- Proven ability to supervise staff and manage contractors, service providers, and service delivery outcomes to achieve operational objectives.
- Experience managing contracts, service agreements, compliance requirements, performance monitoring, and contractor reporting.
- Sound knowledge of parks and open space maintenance, irrigation systems, community asset operations, workplace health and safety, and risk management practices.
- Strong organisational, planning, budget monitoring, problem-solving, and customer service skills, with the ability to manage complex enquiries and operational issues effectively.
- Well-developed communication and administrative skills, including the ability to interpret and apply policies, procedures, contracts, and relevant legislation, and proficiency in Microsoft Office, records management, and asset/work management systems.

Mandatory Licences and Certifications

- Current unrestricted C Class driver licence.
- Current Construction Industry White Card or willingness to obtain.

Desirable

- Relevant qualifications or equivalent experience in parks and gardens, horticulture, land management, asset maintenance, facility management, contract management, aviation, local government, or a related field.
- Experience in local government and/or managing community, recreational, enterprise, aviation, accommodation, aquatic, waste, or other public facilities and assets.
- Additional qualifications or experience in contract management, procurement, project management, leadership, parks management, irrigation, sports field maintenance, or aviation operations and compliance.
- Experience supervising regulatory, compliance, customer service, or other operational service functions.

KEY PERFORMANCE INDICATORS

Open Spaces and Community Asset Service Delivery

- At least 95% of scheduled maintenance activities completed within approved annual work programs.
- Open spaces, recreational facilities, cemeteries, public amenities and airport operational areas maintained at agreed service standards.
- At least 90% of work orders completed within agreed response timeframes.
- 90% compliance with agreed open space presentation standards during routine inspections.

Enterprise and Facility Management

- All assigned enterprise management contracts and service agreements monitored in accordance with contract requirements.
- Monthly, quarterly and annual reports from enterprise operators reviewed within required timeframes.
- Contractor or manager performance issues identified, recorded and escalated promptly.

- Enterprise facilities maintain required licences, insurances, approvals, safety documentation and statutory compliance obligations.
- Annual operational improvement opportunities identified and reported for key Council enterprise facilities.

Aerodrome Management and Compliance

- Aerodrome Manual, Aerodrome Emergency Plan, Wildlife Hazard Management Plan and required airport management plans reviewed within required review cycles.
- CASA, technical, safety, electrical and operational audit actions recorded, monitored and closed out within agreed timeframes.
- ARO inspection and serviceability records reviewed regularly and maintained to audit-ready standard.
- Airport compliance risks, defects and non-conformances escalated and actioned within required timeframes.
- Effective working relationships maintained with CASA, Airservices Australia, RFDS, emergency services, airport users and relevant contractors.

Local Laws Service Delivery

- 95% of local laws service requests acknowledged within Council service standards.
- 90% of local laws complaints, inspections or compliance matters actioned within agreed response timeframes.
- Local laws records, notices and compliance documentation completed accurately and maintained in accordance with Council requirements.
- Complex or high-risk local laws matters escalated to the Operations Manager or relevant Council officer in a timely manner.

Contractor Performance and Budget Management

- 100% of contractors maintain current licences, insurances, inductions and WHS requirements where applicable.
- At least 90% of contractor works completed on time, within budget and to specification.
- Annual performance reviews completed for significant service providers and enterprise operators.
- Operational expenditure maintained within plus or minus 5% of approved budget.
- 100% compliance with Council procurement policies and delegated authorities.

Customer Satisfaction and WHS

- 95% of customer service requests acknowledged within Council service standards.
 - 90% of complaints resolved or escalated within agreed timeframes.
 - Customer satisfaction rating of at least 85% for open spaces and community asset services where surveys are undertaken.
 - Zero serious preventable workplace incidents within area of responsibility.
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CORPORATE RESPONSIBILITIES

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level
- Actively promote the values of the organisation to staff
- Actively participate in identifying, recommending, developing, and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

Administration

- Ensure general administration and records management requirements are being met
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required

- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
 - changing workforce capabilities through multiskilling, succession planning, knowledge management
 - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live the values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community, and self

Corporate Responsibilities

All employees are bound by the Local Government Act 2009 to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures, and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the Work Health and Safety Act 2011 (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the Consultation, Cooperation and Coordination Code of Practice 2021

Mandatory Requirements

- Ability to participate in after-hours work, inspections, facility emergencies, airport matters, disaster response or community service requirements where required.
- Ability to obtain and maintain training, authorisations or credentials required to undertake the Aerodrome Manager function where required by Council.
- Ability to travel throughout the local government area and attend Council enterprise facilities, airport facilities, cemeteries, public spaces and contractor-operated sites as required.

Other Requirements

- This position operates from Council's Works Depot Office in Hughenden. However, there is a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role and attend training.
- The incumbent must be:
 - Prepared to work flexible hours to meet the requirements of the position.
 - Medically fit and physically capable to meet requirements of the position.

- Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
 - Prepared for Council to undertake a Criminal History Check.
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ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Operations Manager, Director of Engineering, Parks and Gardens Supervisor, Local Laws Officer, Aerodrome Reporting Officer / Funeral Director, Asset Management Coordinator, Procurement and Contracts Officer, Project Management team, Building Coordinator, Civil Works Coordinator, Workshop Operations Coordinator, Water and Sewerage Manager, Engineering Officer, Customer Service, Records Management, Governance, Finance and other Council employees as required.

External: Community organisations, sporting clubs, airport users, aviation stakeholders, CASA, Airservices Australia, RFDS, emergency services, families, funeral service providers, enterprise managers, caravan park manager, swimming pool manager, landfill contractor, community gym manager, accommodation users, contractors, government agencies, suppliers, community members and service providers.

Delegations: The Coordinator Open Spaces and Community Assets works under limited direction and exercises delegated authority in accordance with Council's Delegations Register, Procurement Policy, relevant aviation requirements, Local Laws, contract management requirements and relevant procedures.

POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Approved: Misenka Duong, Director of Engineering

Signature: _____ **Date:** _____

ACKNOWLEDGEMENT

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

Employee Name: _____

Signature: _____ **Date:** _____