

Position Description: **Team Leader - Greenkeeper**

POSITION DETAILS

Position grade	Grade 8		
Position type	Permanent, full-time		
Reports to	Supervisor Open Space		
Department	City Operations		
Job function group	Operations		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Team Leader will lead a small team in undertaking a range of activities that deliver the overall maintenance of Council's Open Spaces. The Team Leader will assist in ensuring customer and community satisfaction with Council's open spaces are met by presenting and servicing our facilities in accordance with service specifications and schedule. The Team Leader will ensure individual Work Health and Safety responsibilities under Council policy and legislation are met at all times, and at all levels within the team to ensure a safe place of work.

QUALIFICATIONS AND EXPERIENCE

Essential

- Relevant trade qualifications (e.g. Certificate III in Turf Management, Parks and Gardens, Horticulture with extensive experience in a related field)
- Current C class driver's license
- Current ChemCert (Chemical Handling) qualification
- Current General Induction for Construction Work in NSW (White Card)
- Current HLTAID009 Provide cardiopulmonary resuscitation
- Current HLATAID011 Provide First Aid
- Demonstrated knowledge and understanding of park maintenance and parks infrastructure related issues, current trends, industry best-practice and new developments relating to maintenance services and parks operations

- Ability to plan, coordinate resources and undertake maintenance activities relevant to the position including but not limited to mowing, edging, gardening, weeding and chemical spraying
- Ability to identify, plan, coordinate resources and undertake improvement works throughout Council's open spaces
- Demonstrated experience in operating parks maintenance related small plant and equipment, including small hand tools, and power tools
- Proven ability to effectively supervise and co-ordinate team members and external contractors in the delivery of maintenance and project works
- Demonstrated ability to deal in a positive and courteous manner with the public, and council staff whilst providing leadership to others
- Sound verbal and written communication skills – ability to complete necessary paperwork and communicate effectively with team members
- Sound knowledge and practical application of WH&S principles and the Work Health and Safety legislation
- Sound Computer Skills and aptitude to adapt and learn new electronic systems and operate a range of devices including ipads.

Desirable

- Current MR/HR driver's licence
- Ability to use the TechOne system
- Traffic control qualifications (Yellow/Blue Card)
- Loader or Bobcat competency

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)

DUTIES AND RESPONSIBILITIES

This position reports directly to Supervisors in the Open Space team. Other key relationships include the Manager City Open Spaces and Executive Manager City Operations, all other Council staff, members of the public/residents, employees of other Councils, product and equipment suppliers and contractors.

Leadership

- Provide leadership, supervision, technical and other assistance to members of their team
- Ensure work of the team is performed in a timely, cost effective manner to prescribed quality standards and to meet customer needs
- Supervise the operation of plant including; tractors, vehicles, towing, mowers, brushcutters, trimmers, chainsaw, and blowers a safe manner to ensure effective completion of the work



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- Provide operational support to other Open Space team members
- Work in a team environment and encourage crew development, including identifying training needs for staff
- Provide good customer service to other staff and members of the public to promote the image of Council
- Maintain complete and accurate records, including but not limited to:
 - vehicle checks
 - work site inspections
 - playground inspections
 - service schedule
- Effectively utilise Council's online systems, including but not limited to:
 - Tech1
 - Kronos
 - Vault
- Ensure that WHS regulations are met in accordance with Council's guidelines
- Ensure own safety and the safety and security of fellow crew members and the Unit's plant and equipment
- Lead the participation in trials of new techniques and systems of work to improve work practices and productivity
- Carry out all duties in accordance with all relevant legislative, industrial and Council policy requirements and standards and procedures including the areas of EEO, Code of Conduct, all staffing policies
- Conduct on site risk assessments at each job location and determine a course of action if concerns are identified
- Act in a manner consistent with the values of Cumberland Council and demonstrate integrity, inspiring trust, avoiding conflicts of interest and promoting high standards in all work.

Project management and capital works

- Assist with identifying park improvements and capital works for further consideration
- Work with Council's Capital Works team to deliver project management of capital works and asset programs within Council open spaces
- Monitor contractors and ensure they provide a quality service and act in accordance with requirements while observing councils WHS standards as advised by their supervisor

Customer service

- Be responsive to and supportive of customer requests
- Assist with service delivery issues by using a flexible approach to problem solving and by addressing individual customer concerns and expectations
- Compliance with Council complaints management policy and procedures.



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YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.



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Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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