Melton City Council

Parks Officer

Position Description

PD: 00280

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Parks Officer
Directorate	City Delivery
Business Unit	Operations
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader - Parks
Supervises	Nil
Internal liaisons	• All Council staff
External liaisons	• Residents and community groups • Members of the public • Sporting clubs • Contractors/Suppliers

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, and actively participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Manage the Parks & Open Space maintenance contractors, ensuring they are undertaken in accordance with the Council's specifications, OH&S legislation, and contract requirements.

- Enhance the amenity and safety within Council's Parks & Open Space asset portfolio and provide formal input into policy development within the area of expertise.

5. Key responsibility areas

- Administer and oversee service delivery across the Parks & Open Space portfolio including direct day to day liaison with Council contractors.
- Ensure that Parks & Open Space activities are programmed and delivered in accordance with agreed levels and quality of service, within cost parameters, while maintaining regular consultation with the line manager.
- Receive, investigate and respond to customer requests in relation to Parks & Open Space assets and services.
- Undertake quality and occupational health and safety audits to monitor contractors' compliance with agreed levels of service and relevant standards.
- Ensure that seasonal programs are delivered in accordance with best practice and within allocated budgets while maintaining consultation with internal or external stakeholders.
- Support the development and delivery of recurrent and capital works programs.
- Support and participate in the Open Space handover process from capital works and developer works to ensure Parks & Open Space assets are handed over in an acceptable standard, mapped accurately and that maintenance responsibilities transition seamlessly.
- Provide formal input into parks and open space related policy development.
- Perform other duties and tasks that could reasonably be expected of the position in accordance with the multi-skilling clause of the Melton City Council Enterprise Agreement.

6. Accountability and extent of authority

- Investigative and analytical nature to monitor and provide regular reports on the service delivery across the Parks & Open Space asset portfolio undertaken by Council's contractors.
- Continually inspecting and auditing the standards of work conducted by Council's contractors to ensure compliance in accordance with Service Level Agreements.
- Manage contractors in their execution of duties as the Council's authorised representative.
- Monitor and use council operating systems respond to customer requests and deliver services within Parks & Open Space and recommendation of improvements and policy development in technology and horticultural practices.
- Management of timely and cost-effective delivery of allocated recurrent and capital works programs.
- Accountable for ensuring site safety on all Council Park & Open Space maintenance activities.
- Provide regular status reports on areas under their delegation to the Parks Team Leader.
- Work within specified service level delivery guideline regulations and policies.

- This position operates with regular supervision and is expected to work in a collaborative manner with service providers and other council staff.

7. Judgement and decision making

- Make decisions on a day-to-day basis in regard to Contract works in line with plans, policy and specifications
- Ability to develop or improve methods and techniques for Parks & Open Space renewal and maintenance activities.
- Perform usually specialised work through the application of methods, procedures and processes developed from theory or precedent.
- Develop and implement business improvement processes and practices to drive service excellence.
- Guidance and advice are usually available.

8. Specialist knowledge and skills

- Proficiency in the practical application of theoretical or scientific principles in horticulture.
- Understanding of parks & open space asset maintenance management principles and systems in wider organisation context, including management of infrastructure, playgrounds, lighting and flora and fauna.
- Knowledge of budgeting procedures and techniques.
- Knowledge of the appropriate use and application of plant and materials including herbicides.
- Experience and understanding of continuous improvement and business improvement principles and practices.
- Understanding of the long-term goals of the unit, ability to develop and implement projects and programs.
- Demonstrate judgment and decision-making skills to achieve appropriate solutions that achieve greater outcomes for Council and the community.

9. Management skills

- Highly developed skills in managing time, setting priorities, planning and organising own work to effectively achieve specific objectives within the available resources and timeframes.
- Demonstrated understanding and capability to implement personnel practices such as Equal Employment Opportunity, Occupational Health and Safety and employee development processes if required to manage employees.

10. Interpersonal skills

- Foster and maintain a harmonious and collaborative relationship with service providers based on a partnership approach whilst ensuring agreed levels of service are being maintained.
- Ability to gain the co-operation and assistance from community groups, general public and other Council Officers.
- High level of both verbal and written communication skills including writing reports and preparing external correspondence of a routine nature.
- Ability to mentor and support other members of the team as directed by the Parks Team Leader or Parks Coordinator.
- Effectively contribute to a harmonious and positive team environment.
- Capability to effectively resolve moderate-level conflicts

11. Qualifications and experience

- Tertiary qualification in horticulture or parks management with some relevant experience or lesser formal qualifications with substantial relevant experience preferably within local government.
- Current valid Victorian Drivers licence.
- Experience in the maintenance of high-quality urban landscapes.

12. Key Selection Criteria

1. Tertiary qualification in horticulture or parks management with some relevant experience or lesser formal qualifications with substantial relevant experience preferably within local government.

2. Demonstrated ability to coordinate and organise projects within timeframe and within budget constraints.

3. Demonstrated ability to discuss and liaise effectively with Contractors and the general public to resolve problems whilst providing excellence in customer service

4. Track record of providing excellence in customer service.

5. Demonstrated experience and understanding of contract management principles and practices.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Operations	November 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date