



POSITION TITLE	Parks Trade Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 3
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Parks Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full time, Limited tenure (12 months)
DATE	
EMPLOYEE NAME	

### ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

### POSITION OBJECTIVES

This position will contribute to the efficient and effective operation of the works team through the provision of various horticultural, mowing and maintenance associated duties within parks and gardens, playgrounds, roads maintenance, roads construction and natural resources.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Assist with the application of herbicides to reduce weed growth and document their use in the appropriate record booklets.
- Assist with the pruning of trees and shrubs in accordance with approved horticultural procedures as required.
- Assist with works associated with playground maintenance and installation.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Assist with landscape projects.
- Assist with the removal of rubbish and other debris from public open space.
- Assist in other maintenance and development projects within public open space and road reserves.
- Assist in the removal of hazardous materials.
- Mow each and every site listed on the mowing round in the required order to ensure maximum efficiency using various tractor mounted mowing equipment\out front mowers as directed within Wodonga including sites at:
  - Nature strips and median strips
  - Parks and reserves
  - Fire trails
  - Roadsides
  - Private/external grass mowing sites
  - Sports grounds
- Perform horticultural tasks associated with tractor operation activities, including the following implements:
  - Front end loader and edger
  - Post hole borer
  - Fertilizer spreader
  - TR50 renovator
  - Grader blade
  - Sweeper
  - Land plane
  - Ripper
  - Rotary hoe
  - Other implements as required
- Assist in the horticultural maintenance of sites within:
  - Parks
  - Reserves
  - Roadsides
  - Walkways
  - Roundabouts
  - Sports fields
- Perform other duties as directed to ensure the work programs and schedules of the teams under the direction of the parks and gardens manager are completed on time and on budget. The work relates to the teams within:
  - Parks and gardens
  - Natural resources
  - Playgrounds/hard landscape
  - Roads maintenance
  - Roads construction
- Operate and maintain the council's plant and equipment in a safe and efficient manner and complete daily vehicle log books for plant items used such as trucks, tractors and ride on mowers as required.
- Assist in the appraisal of vehicles, plant and or equipment that may be purchased for use in the maintenance of parks and gardens.
- Assist with the documentation by dating and signing off all maintenance tasks performed for each maintenance action.
- Assist in the programming of regular maintenance visits for each and every site to ensure the specified maintenance standards are achieved.
- Participate in the development of your own work plan in conjunction with your immediate supervisor and complete the appropriate tasks as listed on your work plan by the due dates.

- Assist with the completion of customer service requests ensuring they are completed by the due date and returning the request to your supervisor as soon as the work has been completed.
- Complete timesheets on a daily basis that document the activity performed, appropriate ledger number, hours worked against the task and any plant item used. Ensure that you sign the timesheet and return to your supervisor for their approval at the end of each pay period.
- Participate in the development and implementation of traffic control plans that impact on tractor operations performed near vehicle carriageways.
- Identify hazards in your workplace and ensure safe work practices are developed by using the appropriate hazard identification process.
- Assist in the development and implementation of job safety analysis worksheets for all tasks associated with parks and gardens maintenance.
- Wear appropriate personal protection equipment as required.
- Be responsible for the safety of yourself, team members, the community and other people who visit your work site.
- Report immediately any accidents, near misses and injuries to your supervisor.
- The position is accountable to the Parks Coordinator for the quality, quantity and timeliness of work completed, and for the plant and equipment under use.
- Work is performed in this role under general supervision.
- During the course of performing duties at the "work face" the role may involve explanations to members of the public and other employees.

#### COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>

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Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

## CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

## JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on the selection of the appropriate tool, technique or method from a limited range of options, and resolve minor problems that relate to the task being performed.

## SPECIALIST KNOWLEDGE AND SKILLS

- The ability to safely operate tractors and tractor-mounted equipment.
- The ability to safely operate ride on mowing machinery.
- General gardening knowledge and skills.
- Basic mechanical knowledge.
- Understanding of the operational needs of the parks and gardens team.
- Ability to use documented policies and procedures to obtain required outcomes.
- The ability to judge the safety and security of work sites and equipment to develop Job Safety Analysis work sheets.
- The ability to judge the safety and security of work sites to develop traffic management plans.
- The ability to work as part of a team to ensure the achievement of business unit goals, whilst maintaining personal responsibility for completing allocated tasks.
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system.

## MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.

- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Basic skills in managing own time and planning and organising one's work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

#### INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- General verbal communication skills to communicate with clients, members of the public, and other employees and in the resolution of minor problems.
- General written communication skills to communicate with clients, members of the public, and other employees and in the resolution of minor problems.

#### INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

#### CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

#### EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

## QUALIFICATIONS AND EXPERIENCE

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- Demonstrated experience in the maintenance and operation of tractors and agricultural/ horticultural implements, including front end loader operation.
- Demonstrated experience in the maintenance and operation of tools and equipment used in the maintenance of public open space.
- Demonstrated experience in a broad range of general gardening / handyperson tasks/activities.
- Experience in operating a ride on mower.
- Experience in operating a kanga /dingo loader or similar.

## LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current medium rigid driver's licence.
- OH&S General Induction for the construction Industry.
- First aid certificate Level 2.
- Farm chemical users' certificate.
- Chainsaw operating certificate Level 1
- Gain and Maintain a Forklift Licence (*desired but not essential*)

## EQUAL OPPORTUNITY EMPLOYER

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Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

## INHERENT REQUIREMENTS OF THE JOB

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For details of the inherent requirements of the job, please see Attachment 2.

## COGNITIVE JOB DEMANDS

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The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

## KEY SELECTION CRITERIA





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1. Demonstrated experience in the maintenance and operation of ride on mowers/tractors and other plant and tools used to maintain parks, reserves and open space and garden beds.
2. Ability to work as an effective and efficient member of a team, as well as successfully undertaking tasks individually.
3. Previous experience in horticultural maintenance and activities, including the use and application of chemicals.
4. Knowledge of relevant OHS policies, procedures and legislation and experience in applying OHS principles in a workplace setting.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.			

## Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Lawn maintenance	Maintaining lawns including cutting and edging	<ul style="list-style-type: none"> <li>Safely operate and maintain edger, including changing blades, spark plug, air filter</li> <li>Safely enter / exit and operate tractor mounted / out front mower, wing mower, cylinder mower</li> <li>Sitting for extended periods</li> <li>Walking on uneven surfaces</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting				X
			Standing		X		
			Walking		X		
			Lifting up to 15 kgs		X		
			Carrying			X	
			Pushing			X	
			Pulling			X	
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Gripping			X	
			Fine motor			X	
			Neck postures				X
Decision making				X			
Simple problem solving				X			
Prioritisation				X			
Tree and shrub maintenance	The upkeep of existing plantings	<ul style="list-style-type: none"> <li>Safe operation of tractor and loader</li> <li>Safely using rake, shovel, broom, secateurs</li> <li>Walking on uneven ground</li> <li>Repetitive twisting, bending, squatting, kneeling, pushing, pulling</li> <li>Driving company vehicles / plant</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting			X	
			Standing				X
			Walking			X	
			Lifting up to 15kgs			X	
			Carrying			X	
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
Gripping			X				

			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Spraying	The management of weeds, insecticides, and fungicides	<ul style="list-style-type: none"> <li>Operating truck mounted spray units and boom sprayer</li> <li>Carrying knapsack sprayer up to 20kgs</li> <li>Pushing and pulling spray tank up to 50kgs</li> <li>Pumping hand operated sprayer</li> <li>Walking on uneven ground</li> <li>Traffic control</li> <li>Driving company vehicle / fleet</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 20kgs		X		
			Carrying up to 20kgs			X	
			Pushing			X	
			Pulling			X	
			Bending		X		
			Twisting			X	
			Squatting		X		
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making		X		
			Problem solving		X		
Prioritisation				X			
Irrigation	The management of water supply to garden beds and lawns	<ul style="list-style-type: none"> <li>Safely operating handsaw, grinder</li> <li>Safely using shovel</li> <li>Repetitive kneeling, squatting, bending</li> <li>Walking on uneven ground</li> <li>Traffic control</li> <li>Working in collaboration within a team</li> <li>Operation of electronic tablet for data collection</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Hard landscaping	Installation and maintenance of bollards and park benches and tables	<ul style="list-style-type: none"> <li>Safely operating auger</li> <li>Safely using wheelbarrow, crowbar, trowel</li> <li>Using chemicals and oils for staining and oiling of timber</li> <li>Traffic control</li> <li>Working in collaboration within a team</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 20kgs			X	
			Carrying up to 20 kgs		X		
			Pushing		X		

		<ul style="list-style-type: none"> <li>Operation of electronic tablet for data collection</li> </ul>	Pulling		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Depot operations	The cleaning of shed areas- sweeping, removal of rubbish and old pallets to transfer station, sorting out signs, tidying generally	<ul style="list-style-type: none"> <li>Safely entering and exiting fork lift</li> <li>Safely operating a forklift</li> <li>Safely using brooms, shovels and rakes</li> </ul>	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Pushing		X		
			Pulling		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Fine motor		X		
			Neck postures				X