



position description

POSITION TITLE	Gardener Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 3
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Gardens Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full time
DATE	January 2021
EMPLOYEE NAME	Vacant

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

To assist in the delivery of services to the specified standard for the programmed work allocated to the gardens team.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable to the Gardens Coordinator for:

- The successful completion of the duties listed within this position description;
- Work performance in following practices that produce safe work methods / outcomes including but not limited to the safe operations of plant and equipment and the implementation of OHS policies and procedures;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Assisting in the operation of the unit and ensure that work performance and standard of works meet the required service levels for each activity / task as detailed in the relevant operating procedures;
- Providing accurate data for job accounting tasks associated with plant hire, timesheets and work orders.

General

- Provide support to other, natural resource, roads, parks & gardens teams by working with them when they require additional labour and plant resources. The objective being an integrated works team that utilises all of council's resources across all teams when the need arises.
- Assist in the development and implementation of Safe Work Method Statements (SWMS) for all maintenance tasks associated with the gardens team.
- Assist in the selection and implementation of Traffic Control Plans (TCP's) for all maintenance tasks associated with the gardens team.
- Accurately complete timesheets in accordance with the business units operating procedures.
- Perform other duties as directed by your supervisor coordinator, team leader and manager.

Communications

- Assist by responding to customer service requests in a timely, courteous and helpful manner.
- Maintain effective communications with other team members, team leaders, and senior officers to provide an open and free flow of information within council.

Maintenance Activities

- Assist with the delivery of all maintenance activities that relate to the role including but not limited to trees & shrubs, garden beds, grass & turf, pest & weeds, park furniture, fences & gates, irrigation and other horticultural activities.

Plant and Equipment

- Operate and maintain a variety of gardens plant and equipment items in a safe and competent manner as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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>
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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>
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Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

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.

SPECIALIST KNOWLEDGE AND SKILLS

- Relevant mechanical and technical skills enabling the safe and competent use of each item of plant.
- Well-developed skills in the driving and operation of plant used within the local government parks & gardens industry.
- Sound knowledge of road traffic regulations
- The ability to judge the quantity of materials/resources, making up the load on a vehicle that is appropriate to the legal carrying capacity of the vehicle.
- Sound knowledge and understanding of the principles and practices required to maintain trees & shrubs, garden beds, grass & turf, pest & weeds, park furniture, fences & gates, irrigation and other horticultural activities..
- The ability to judge the safety of delegated projects and worksites and act accordingly to ensure compliance with OH&S policies and regulations.

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.

INTERPERSONAL SKILLS

- 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).

INFORMATION TECHNOLOGY SKILLS

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

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

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

- Medium Rigid Drivers Licence
- Current OHS White Card
- Current Level 2 First Aid certificate
- Current Traffic management – Apply Traffic Control Plans
- Certificate I or II in gardening or equivalent.

- Current Farm Chemical Users Certificate
- Current Fork Lift License
- Chainsaw Level 1 Certificate

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required).

EQUAL OPPORTUNITY EMPLOYER

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

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

COGNITIVE JOB DEMANDS

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

1. Relevant qualifications in gardening or an equivalent combination of experience, education and training.
2. Demonstrated experience in gardening/mechanical maintenance.
3. Proven ability to follow instructions and work according to established processes.
4. Ability to provide good customer service and ensure the quality of work outputs.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  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"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

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

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

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

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

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

ATTACHMENT 2

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.

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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Gardens Assistant	To assist in the delivery of services to the specified standard for the programmed work allocated to the gardens team.	<ul style="list-style-type: none"> Capacity for sustained sitting Capacity for sustained standing Capacity to stand and walk constantly on even, uneven, sloped ground Capacity to climb steps/stairs occasionally Ability to reach between ground height and head height repetitively Capacity to lift up to 20kg to waist height occasionally Capacity to lift and carry up to 10kg repetitively Capacity to push and pull regularly (lawn mower, wheelbarrow) Capacity to kneel on one or both knees for up to 30 minutes Capacity to squat repetitively Adequate grip strength and dexterity Strong communication skills with the ability to work in a team and show initiative Strong time management and organisational skills Liaison with team members and supervisor with the ability to take direction and follow instruction 	Sitting			X	
			Standing			X	
			Walking				X
			Lifting up to 20kgs		X		
			Carrying up to 10kgs			X	
			Push/Pull			X	
			Climbing		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions	X			
			Sustained concentration				X
			Major decision making	X			
			Complex problem solving		X		
			Supervision of others	X			
Interaction with others				X			
Exposure to confrontation		X					
Respond to change				X			
Prioritisation				X			