



position description

POSITION TITLE	Gardening Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Gardens Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
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

Support the delivery of high-quality horticultural and open space services by assisting the Gardens Team in completing programmed works in accordance with defined service standards.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable to the Gardens Coordinator for:

- Ensuring the effective completion of all duties outlined in this position description.
- Demonstrating safe work practices and outcomes, including the safe operation of plant and equipment and adherence to all Occupational Health and Safety (OHS) policies and procedures.
- Contributing to the efficient operation of the unit by maintaining performance and work quality in line with the required service levels and relevant operational procedures.
- Ensure accurate and timely recording of data to support job costing processes, including plant hire, timesheet entries, and work order reporting.

General

- Provide support to Natural Resources, Roads, and Parks & Gardens teams by assisting with labour and plant resources as required, promoting an integrated approach to service delivery across all Council teams.
- Assist in the development and implementation of Safe Work Method Statements (SWMS) for all maintenance activities undertaken by the Gardens Team.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Contribute to the selection and implementation of appropriate Traffic Control Plans (TCPs) to ensure the safe execution of maintenance tasks.
- Accurately complete timesheets in line with the operational procedures of the business unit.
- Undertake other duties as directed by the Supervisor, Coordinator, Team Leader, or Manager, in accordance with the scope and responsibilities of the role.

Communications

- Respond to customer service requests in a timely, courteous, and professional manner, ensuring a high standard of customer satisfaction.
- Maintain clear and effective communication with team members, Team Leaders, and senior staff to support the open and efficient exchange of information across Council.

Maintenance Activities

- Assist in the delivery of maintenance activities relevant to the role, including but not limited to the care and upkeep of trees and shrubs, garden beds, grass and turf, pest and weed control, park furniture, fences and gates, irrigation systems, and other horticultural tasks.

Plant and Equipment

- Safely and competently operate and maintain a range of horticultural plant and equipment as required to support gardening and open space maintenance activities.

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

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

- Plan, organise, and prioritise daily and weekly tasks to ensure efficient work outcomes.
- Exercise sound judgement in determining appropriate actions, carrying out tasks in line with established

procedures, and escalating issues as required.

SPECIALIST KNOWLEDGE AND SKILLS

Proven mechanical and technical aptitude to safely and competently operate a variety of horticultural plant and equipment.

- Well-developed skills in the operation of plant and machinery commonly used in the local government parks and gardens sector.
- Sound understanding of road traffic regulations and their application to plant and vehicle operation.
- Ability to assess and determine appropriate material or resource loads in accordance with the legal carrying capacity of vehicles.
- Solid knowledge of horticultural maintenance practices, including the care of trees and shrubs, garden beds, grass and turf, pest and weed management, park furniture, fences and gates, irrigation systems, and related activities.
- Ability to assess the safety of assigned projects and work sites, ensuring all work complies with occupational health and safety (ohs) policies, procedures, and legislative requirements.

MANAGEMENT SKILLS

- Demonstrate effective time management skills and the ability to prioritise tasks to meet agreed deadlines.
- Follow directions from supervisors and proactively seek support in managing workload when required.
- Act with honesty and integrity in all professional interactions, and report any suspected fraud or misconduct in accordance with council policies.
- Apply a risk-aware approach to all work activities, considering potential hazards and impacts.
- Take responsibility for personal health, safety, and wellbeing, as well as that of others, by complying with occupational health and safety (ohs) procedures.
- Promptly report any hazards, risks, or behaviours that do not align with organisational policies or legislative requirements.
- Maintain appropriate personal hygiene and adhere to dress standards, including wearing the prescribed uniform and personal protective equipment (PPE) relevant to assigned tasks.

INTERPERSONAL SKILLS

- Work collaboratively and cooperatively as part of a team to achieve shared goals.
- Maintain confidentiality and discretion in accordance with organisational policies and procedures.
- Accurately document work activities in line with established practices and record-keeping requirements.
- Communicate clearly and professionally with colleagues, supervisors, and external stakeholders.
- Demonstrate the ability to gain cooperation and assistance from others to support effective service delivery.

INFORMATION TECHNOLOGY SKILLS

- Demonstrate computer literacy and the ability to quickly learn and effectively use software systems and applications relevant to the role and the organisation.

CUSTOMER SERVICE SKILLS

- Consistently meet customer service expectations by demonstrating honesty, integrity, and professionalism in all interactions.
- Provide courteous, respectful, and helpful service to all customers.
- Actively listen to understand customer needs and concerns and respond with empathy and clarity.
- Follow through on commitments and keep customers informed throughout the service process.
- Communicate clearly to ensure customers fully understand the information provided.
- Acknowledge and take responsibility for any mistakes, offering appropriate solutions to resolve issues.
- Support equitable access to council services by assisting customers with physical, sensory, or intellectual disabilities.

EMERGENCY MANAGEMENT DUTIES

- Provide support during emergency situations as required, contributing to council's response efforts to protect operations and ensure the safety and wellbeing of the community.

MANDATORY QUALIFICATIONS

- Medium rigid (MR) driver's licence
- Construction induction card (white card)
- Level 2 first aid certificate
- Traffic management – apply traffic control plans (or equivalent)
- Certificate III in horticulture, gardening, or equivalent relevant experience
- Farm chemical users certificate
- Forklift licence (LF)
- Chainsaw level 1 certificate

LICENCES AND MANDATORY REQUIREMENTS

- Licences and Mandatory Requirements:
- Current and valid Driver's Licence
- Satisfactory National Police Check, to be provided by the employee or prospective employee prior to commencement
- Successful completion of a pre-employment functional assessment confirming suitability to perform the inherent requirements of the role

EQUAL OPPORTUNITY COMMITMENT:

Wodonga Council is an equal opportunity employer, committed to providing a fair, equitable, and inclusive workplace. We ensure that all individuals are considered on merit, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs, or any other protected attribute. We actively uphold our obligation to comply with equal opportunity legislation and to eliminate all forms of unlawful discrimination in the workplace.

INHERENT REQUIREMENTS OF THE ROLE

For a detailed outline of the inherent physical and functional requirements associated with this role, please refer to Attachment 2.

COGNITIVE JOB DEMANDS

This position operates at the Officer level and requires demonstration of the personal competencies and behaviours outlined in the People and Performance Framework (refer to Attachment X). The role involves the following cognitive demands:

- Engaging in challenging or sensitive conversations in a respectful and constructive manner
- Consistently meeting performance and service delivery expectations
- Maintaining professionalism and sound judgement within the work environment
- Adapting effectively to organisational change, shifting priorities, and evolving work demands
- Demonstrating resilience and emotional regulation in high-pressure or complex situations

KEY SELECTION CRITERIA

- Relevant qualifications in horticulture/gardening or a suitable combination of education, training, and practical experience.
- Demonstrated experience in horticultural maintenance and/or mechanical maintenance relevant to parks and gardens operations.
- Proven ability to follow directions and work effectively within established procedures and operational guidelines.
- Strong commitment to delivering high-quality work and providing responsive, courteous customer service.

Staff member signature

People and performance framework

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

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
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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
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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
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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 WORKDAY / 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