

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Supervisor – Parks Operations	Level	6
Business Unit	Operation Services	Position Number	00235, 00236, 01619
Directorate	Infrastructure Services	Date Effective	February 2008
Reporting to	Co-ordinator – Park Operations	Date Updated	February 2022

2. KEY OBJECTIVES

- Provide effective and efficient supervision to deliver park operational annual maintenance activities and seasonal programs.
- Co-ordinate the plant and equipment associated with park operational service delivery activities.
- Undertake human resource and financial management responsibilities.
- Provide a high level of customer service to both internal and external customers.
- Promote a safe work environment.

3. KEY ACCOUNTABILITIES

- Ensure all works are undertaken in a productive and timely manner in accordance with City of Joondalup guidelines, specifications, ISO 9001, procedures and adopted practices.
- Ensure all plant and equipment under your control is maintained in accordance with City and manufacturer requirements.
- Ensure that Traffic Management operations are conducted safely and in accordance with the current Main Roads Code of Practice and Australian standards.
- Ensure all contracted work is undertaken in accordance with the contract and City's purchasing protocols.
- Ensure financial management activities are undertaken in accordance with City procedures and processes.
- Ensure human resources management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Comply with and actively support the City's EEO Management Plan.
- Customer Service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.

- Comply with WHS legislation, City protocols, procedures and other OS related requirements, and actively support the City safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Service Delivery

- Co-ordinate maintenance programs and work schedules for the field crews aligned with the annual maintenance plan and seasonal programs.
- Supervise employees and contractors effectively to deliver day to day maintenance requirements of public open space in accordance with adopted service levels.
- Arrange quotes for works to be undertaken by consultants and contractors.
- Assess quotes against requirements and make appropriate recommendations.
- Administer the requisitioning and receipting of services in accordance with quotes.
- Monitor progress of works and provide assessment of completed works.
- Regularly monitor and audit the condition of landscaped facilities and public open space to determine work requirements.
- Investigate and action public queries and concerns such as but not limited to, mowing frequencies of parks, safety issues in public open space, etc.
- Create reactive work orders and distribute to relevant crews aligned with investigation and / or audit outcomes or as required.
- Proactively establish and maintain co-operative and collaborative relationships with key stakeholders such as but not limited to, Water Corporation and Western Power.
- Co-ordinate 'toolbox meetings' to ensure and promote communication and information sharing occurs.
- Ensure field crews have correct plant and equipment required to safely undertake their assigned tasks.
- Work with Fleet Services to ensure all plant and equipment is in safe condition.
- Contribute to the Operation Services monthly report.
- Review, update and create workplace instructions and protocols.
- Actively contribute improvement suggestions for processes you use.
- Ensure identified works within the City (for your team and/or other teams) are reported promptly meeting the City's process requirements.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Human Resource Management

- This role has direct influence on the day to day activities of approximately 30-35 team members that operate within their sphere of supervision.
- Undertake recruitment and selection process.
- Implement and support City EEO initiatives to assist the team in understanding and compliance with EEO legislation, practices and City protocols.
- Set performance targets and development plans for employees.
- Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.
- Provide leadership, support, mentoring and coaching to the Senior Leading Hand/s and the rest of the team.

Outcome: Financial Management

- In conjunction with the Co-ordinator, Park Operations, develop budget for programs and services within areas of responsibility.
- Prepare and submit budget requirements for new initiatives within areas of responsibility.
- Monitor the budget to maintain financial viability of programs and services within areas of responsibility.
- Purchase goods and services for operational requirements.

Outcome: Customer Service

- Provide a high level of customer service to employees, residents and ratepayers.
- Resolve complaints and provide technical information and advice on behalf of Operation Services to residents, community groups, government authorities and City Officers on relevant park operational matters.
- Liaise with other members of Operation Services as required ensuring a co-ordinated approach to all activities.

Outcome: Work Health and Safety

- Follow and comply with all Work Health and Safety legislation, City protocols and procedures.
- Work in a safe manner that will not endanger the safety and health of yourself, other workers or members of the public.
- Ensure that safe working conditions and practices are in place at all times by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and co-operate with management on matters relating to workplace safety and health.

5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA**Essential Skills, Knowledge, Experience, Qualifications:****Skills:**

- High level written and verbal communication skills.
- High level influencing and interpersonal skills to positively manage and resolve issues.
- High level problem solving, conflict resolution and negotiation skills, to effectively liaise and negotiate with internal and external parties.
- High level organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- High level computer literacy in particular with Microsoft Office suite of programs (Word, Excel, Outlook).
- High level leadership, coaching, feedback and people management skills.
- Ability to read and interpret landscape drawings.

Knowledge:

- Sound knowledge of horticultural and turf maintenance techniques, materials and equipment.
- Sound knowledge of human resource management practices.
- Sound knowledge of Work Health and Safety legislation.
- Sound knowledge of traffic management requirements and Australian Standards.
- Sound knowledge of budget preparation and monitoring.

Experience:

- Demonstrated experience working within a multidisciplinary team in a similar role.
- Demonstrated experience in public open space infrastructure, construction and maintenance practices.
- Demonstrated experience in developing and implementing maintenance schedules.
- Demonstrated experience in financial management, budget preparation, monitoring and reporting.
- Demonstrated experience in managing employees and contractors and their performance.

Qualifications / Clearances:

- Tertiary qualifications in horticulture or related discipline and/or equivalent experience.
- Certificate IV in Frontline Management or relevant experience.
- Current Western Australian 'C' Class Driver's License.
- Basic Worksite Traffic Management or willingness to obtain within the first 3 months of appointment to position.
- Chainsaw Certificate or willingness to obtain within the first 3 months of appointment to position.

6. EXTENT OF AUTHORITY

- Exercises a degree of autonomy but advice is available for complex matters.
- Establish work priorities and monitors workflow in areas of responsibility.
- Solutions to problems generally found in precedents, procedures or guidelines. Assistance is available.
- Required to exercise judgment and initiative where procedures, practices and direction are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction

Internal:

- Leisure and Cultural Services subunit
- Operation Services
- Infrastructure Management Services
- Asset Management
- Human Resources
- Financial Services

External:

- Residents and ratepayers
- Contractors
- Government authorities (Water Corporation, Western Power, Department of Water)

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	1
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