Position Description

Title	**Senior Team Leader - Parks**		
Directorate	Infrastructure Services		
Business Unit	Parks and Natural Environment		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2025		
Classification	Level H		
Reports To	Supervisor Parks	**Direct Reports**	20-25
Internal Relationships	• Engineering Services • Parks and Natural Environment • Asset Management • Waste Services • All other relevant business units	**External Relationships**	The City of Joondalup has numerous customers with a wide range of service needs including residents, local businesses, contractors, rate payers, community groups, visitors and government departments.

Our Vision

"A Global City: Bold, Creative and Prosperous"

Our Distinguishing Values

- **Bold** – We will make courageous decisions for the benefit of the community and future generations.
- **Ambitious** – We will lead with strength and conviction to achieve our vision for the City.
- **Innovative** – We will learn and adapt to changing circumstances to ensure we are always one step ahead.
- **Enterprising** – We will undertake ventures that forge new directions for business and the local economy.
- **Prosperous** – We will ensure our City benefits from a thriving economy built on local commercial success.
- **Compassionate** – We will act with empathy and understanding of our community's needs and ambitions.

Position Purpose

- The Senior Team Leader - Parks is responsible for assisting the Supervisor in leading and managing the Parks Operations teams, and implementing and monitoring daily work programs and schedules to ensure agreed levels of service.

Stakeholder Engagement

- Operate as a part of a team, providing high quality customer service to residents and members of the public.
- Contribute to the achievement of corporate objectives by ensuring all stakeholders are dealt with in a professional and timely manner.

Corporate Responsibilities

- Demonstrate and champion behaviour that is consistent with the City's values.
- Through the delivery of outstanding service, maintain the City's reputation of customer service excellence.
- Work in a safe manner that will not endanger the health and safety of yourself, other workers or members of the public.
- Meet Work Health and Safety (WHS) and other legislative requirements in accordance with the parameters of the position.
- Report unsafe practices or hazards to supervisors or WHS representatives immediately.
- Support and promote a safe working environment, ensuring that safe working conditions and practices are in place at all times by taking personal ownership of safety.

- Carry out duties in accordance with the City's Code of Conduct and the protocols, procedures and guidelines that support it.
- Recognise our legal and moral responsibilities in keeping children safe from harm and promoting their best interests. It is expected that this position will adhere with the above statement and reporting obligations whilst completing their duties.
- Carry out all other duties as deemed reasonable and appropriate to the scope and classification of the role as directed from time to time.
- The City of Joondalup is an Equal Opportunity employer, committed to promoting fairness, equity, diversity and inclusion. We welcome applications from people with diverse cultural backgrounds and abilities, for advertised positions.

Key Position Responsibilities

- Undertake activities in accordance with the business unit plan, project plan, other relevant plans and budgets and within agreed timeframes.
- Ensure all works are undertaken in a productive and timely manner in accordance with City guidelines, ISO 9001, specifications, procedures and adopted practices.
- Ensure diligence in relation to the use and user maintenance of plant and equipment in accordance with manufacturer's instruction and safe operating procedures.
- Ensure that traffic management operations are conducted safely and in accordance with the current Main Roads Code of Practice.
- Ensure all contracted work is undertaken in accordance with the contract and City's purchasing protocols.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Ensure team understanding and compliance with City Diversity & Inclusion requirements.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

Accountability and Extent of Authority

- Works under limited supervision.
- Responsible for quality and standard of work performed, including productivity and safety.
- Responsible for providing employees under their supervision with on-the-job training and guidance.
- Responsible for ensuring people management practices are applied.
- Responsible for materials, tools, equipment, vehicles and plant in the employee's use and used by others under their supervision.
- Responsible for quality control/assurance procedures, including to recognise and correct quality deviations and/or faults.
- Responsible for productivity and efficiency of work groups supervised.

Key Result Areas

Service Delivery	• Assist the Supervisor in the delivery of park operations scheduled programs and reactive maintenance ensuring they are implemented in the most cost effective and efficient manner. • Inspect and assess reactive work orders and allocate works through the City's work management system. • Inspect and monitor the quality of the work performed to ensure it is delivered to relevant standards and within allocated time frames. • Ensure parks inventory items are adequately stocked. • Assist the Supervisor in developing and implementing annual park maintenance schedules on City managed land. • Assist the Supervisor with monitoring contractor service delivery and performance. • Assist with daily parks operations as and when required. • Actively contribute improvement suggestions for processes and procedures. • Ensure maintenance works are identified and promptly reported to the Supervisor Operations or Customer Care Team.

	• Comply with the City's processes, work practices and documentation to support maintaining Quality Management System and ISO 9001 certification. • Display attitudes and behaviours that support a culture of continuous improvement across the Infrastructure Services Directorate. • Perform other duties as requested within the scope of this level in accordance with skills, knowledge and experience.
Fleet and Equipment Maintenance	• Ensure allocated fleet and plant equipment is serviced in accordance with maintenance schedules. • Liaise with Fleet Management and Mechanic Workshop to arrange maintenance on allocated fleet and plant equipment that minimises the impact on service delivery. • Liaise with Fleet Management and Mechanic Workshop for unscheduled repairs. • Provide training to employees on the fleet policies and correct use of fleet and plant equipment.
People Management	• Provide ongoing supervision, guidance, monitoring and appropriate feedback to employees as part of every-day employee management and in accordance with the City's Performance Appraisal System. • Assist the Supervisor in setting performance targets and development plans for employees. • Assist the Supervisor in undertaking annual IDAP appraisals. • Process timesheets for work teams and ensure all employee leave and absentee forms are accurately completed in accordance with City practices. • Assist Supervisor with the recruitment and selection process. • Ensure employees work in a safe manner. • Provide on-the-job training where required. • Implement and support City EEO initiatives to assist team understanding and compliance with EEO legislation, practices and City protocols.
Administration	• Enter time sheets accurately and within allocated time frames. • Obtain quotes for the proposed purchase of materials and equipment. • With approval from the Supervisor arrange for the purchase of equipment and materials. • Receipt goods purchased for approval by the Supervisor . • Prepare written correspondence and basic reports. • Chair and actively participate in toolbox meetings. • Provide input to the Supervisor for the development of the annual budget.
Resource Management	• Resources are shared with others to achieve Parks and Natural Environment, Engineering Services, Waste Services and Asset Management programmed works.

Classification Descriptors

Skills	• High level of technical experience in horticulture, turf management and park operations. • Effective interpersonal and communication skills with proven ability to consult and co-operate with clients and employees at all levels. • Highly effective time management and organisational skills including the ability to prioritise and manage multiple tasks/projects. • Ability to use initiative whilst working in a team environment or independently. • Demonstrated flexibility and problem-solving skills with a high attention to detail. • Sound leadership skills with the ability to negotiate, influence and provide direction to multiple teams • Ability to read and interpret work instructions, landscape plans, irrigation designs and plant surveys. • Demonstrated intermediate level of computer literacy, including Microsoft Office Suite.
Knowledge	• Horticulture, turf management and park operation practices. • People management of multiple teams. • Identifying pest, disease and weeds. • Chemical application and associated safety procedures. • Fleet maintenance and associated processes.

	• Traffic management. • Manual handling techniques, methods and practices. • Work Health and Safety legislation and practices relevant to the role including Material Safety Data Sheets.
Experience	• Minimum of four years' experience in horticultural turf management and park operations. • Supervising work groups/contractors and managing performance within multidisciplinary teams. • Providing on-the-job training of employees. • Providing excellent customer service. • Implementing fleet maintenance schedules. • Working with fleet and equipment related to horticultural and turf maintenance. • Traffic management. • Chemical application and associated safety procedures. • Planning and delivering work schedules, ensuring expected standards are met within relevant timescales and budget.
Qualifications / Clearances	• WA MR Class Drivers Licence. • Construction Safety Induction Card (White Card). • Relevant tertiary qualification in Irrigation, Arboriculture, Sport Turf Management, Horticulture, Natural Area Management or related discipline, or relevant experience. • Relevant leadership qualifications and/or demonstrated relevant experience. • Chainsaw Certificate (or to obtain within first three months of appointment to position). • Chemical Certificate (Prepare and apply chemicals to control pest, weeds and diseases AHCCHM307, Transport and store chemicals AHCCHM304 and Control weeds AHCPMG301) (or to obtain within first three months of appointment to position). • Basic Traffic Management and Traffic Control Certificates (or to obtain within first three months of appointment to position). • Current First Aid Certificate including CPR (HLTAID011 and HLTAID009) (or to obtain within first three months of appointment to position).