



## **POSITION DESCRIPTION/SPECIFICATION**

### **1. POSITION IDENTIFICATION**

<b>Title</b>	Technical Officer – Parks Operations	<b>Level</b>	7
<b>Business Unit</b>	Parks and Natural Environment	<b>Position Number</b>	01239
<b>Directorate</b>	Infrastructure Services	<b>Date Effective</b>	August 2016
<b>Reporting to</b>	Coordinator Park Operations	<b>Date Updated</b>	August 2025

### **2. KEY OBJECTIVES**

- Responsible for the development and delivery of Parks Operations projects and programs.
- Provide technical parks advice and support to internal and external stakeholders.
- Undertake project and contract management responsibilities.
- Provide a high level of customer service to both internal and external customers.
- Promote a safe work environment.

### **3. KEY ACCOUNTABILITIES**

- All work is undertaken to a high standard in accordance with the City’s strategies, plans, protocols, ISO 9001, procedures and adopted practices, budgets and relevant legislation.
- Timely and accurate delivery of assigned work and projects in accordance with the City’s operational wWorks program and within allocated budget.
- Project work is undertaken in accordance with the requirements of the City’s Project Management Framework.
- Contracted work is undertaken in accordance with the contract and City purchasing protocols.
- Financial management activities are undertaken in accordance with City procedures and processes.
- Ensure team understanding and compliance with City EEO requirements.
- Prompt and accurate capture of corporate information and documentation in accordance with the City’s record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Customer service is delivered in accordance with the City’s Customer Service Charter and relevant protocols and procedures.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Service Delivery/Technical Support**

- Undertake the development and delivery of the City's Operational works program relating to open space recreational parks, sporting ovals and landscaped areas.
- In consultation with the Coordinator, assist with preparation and monitoring of the budget for the Parks Operational Works Program and prepare and monitor relevant operational contracts.
- Responsible for the implementation of the City's Parks Asset Management Plan and ongoing monitoring, investigation and reporting on the City's current public open space infrastructure as it relates to Park Operations.
- Research and monitor industry best practice in relation to park operational activities.
- Proactively establish and maintain cooperative and collaborative relationships with key stakeholders including Residents Associations, Water Corporation and Western Power.
- Responsible for coordinating the City's playground infrastructure maintenance ensuring Australian Standards and service level requirements are met.
- Supervise, organise, develop and monitor work schedules (in-house and contract) related to playground maintenance, weed control, park infrastructure maintenance, SARs and other park operational activities.
- Contribute to the leadership of the Parks Operations team, including monitoring and reviewing the work of Park Operations to ensure the City's service levels are achieved.
- Prepare technical reports for the Coordinator and Manager, providing informed recommendations based on research and analysis of options and risk.
- Provide effective day-to-day technical support for Parks and Natural Environment employees.
- Actively contribute continuous improvement suggestions for relevant processes.

###### **Outcome: Contract Management**

- Undertake contract management responsibilities for operational contracts across Parks Operations including procurement, managing contractor performance and relevant administration.
- Oversee and provide technical support for other Supervisors involved in contract procurement.
- Represent the City and provide contractors with relevant technical and other information and direction, ensuring effective liaison with all required internal and external stakeholders.

###### **Outcome: Project Management**

- Develop and implement projects and feasibility studies including, but not limited to, the City's Parks & Natural Environment Capital Works and Operational Program, and other ad hoc projects.
- Develop project plans including scoping, establishment of deliverables and objectives, budget, project schedule, communication plan and risk management.
- Undertake project monitoring and prepare relevant project reporting documentation.
- Monitor and review expenditure to ensure conformity with budget outcomes.
- Provide monthly reports including trends and variations.
- On completion of the project delivery, ensure asset management requirements are met.

###### **Outcome: People Management Activities**

- Assist with the recruitment and selection process where required.
- Provide mentoring and coaching to the team regarding technical content.

###### **Outcome: Customer Service**

- Provide a high level of customer service to internal and external stakeholders.
- Resolve complaints and provide technical information and advice on behalf of Parks Operations to

residents, community groups, government authorities and City Officers.

- Liaise with other team members as required, ensuring a coordinated approach to responses and actions for technical matters relating to Park Operations.

**Outcome: Workplace Health and Safety**

- Work in a safe manner, ensuring the safety and health of self, 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 WHS representatives immediately.
- Consult and cooperate with management on matters relating to WHS.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

**5. WORK RELATED REQUIREMENTS**

**Essential Skills, Knowledge, Experience and Qualification:**

**Highly developed skills:**

- Written and verbal communication, including the ability to conduct research and create high level technical reports.
- Influencing and interpersonal to positively manage stakeholders and resolve issues.
- Problem solving, conflict resolution and negotiation, to effectively liaise and negotiate with internal and external stakeholders.
- Ability to interpret and administer the Australian Playground Standards AS4685.
- Organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Computer literacy, in particular with Microsoft Office.

**Comprehensive knowledge:**

- Program activities and work practices relevant to Park Operations including horticulture and turf management.
- Australian Playground Standards AS4685 and relevant Government Policy.
- Pesticide application requirements particularly relating to the public environment.
- Contract management principles and practices, including risk management, safety, contract law, etc.
- Experience in managing projects as well as knowledge of asset management practices and principles.
- Well-developed knowledge of WHS legislation.

**Experience:**

- Substantial experience working within a multidisciplinary team in a similar role including proven ability to provide reliable park operational technical information.
- Substantial experience in project and contract management including tendering processes.
- Substantial experience in budget preparation, monitoring and reporting.
- Experience in managing the maintenance and safety compliance of playground infrastructure.

**Qualifications/Clearances:**

- Tertiary qualifications in horticulture or related discipline or equivalent experience.
- Diploma in Contract Management or equivalent experience.

- Diploma in Project Management or equivalent experience.
- Certificate IV in Frontline Management or relevant experience.
- Current WA 'C' Class Driver's Licence.

**6. EXTENT OF AUTHORITY**

- Exercise a degree of autonomy but advice is available for complex or unusual matters.
- This position provides input into protocols, guidelines, business plans and operational activities.
- Controls and coordinates a range of significant parks contracts, programs and projects within budgetary and time constraints.
- Undertakes a range of duties within the work area including problem definition, planning and the exercise of judgement.
- Responsible for decision making in work area and the provision of expert advice.
- Problems usually solved with reference to procedures/documentated methods and instructions, assistance available.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under limited direction.

**Internal:**

- Infrastructure Services.
- Parks and Natural Environment.
- Leisure and Cultural Services.
- Financial Services.

**External:**

- Contractors.
- Residents and ratepayers.
- Government authorities.
- Western Australian Local Government Association.

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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