

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Coordinator Park Operations	Level	9
Business Unit	Parks & Natural Environment	Position No.	00806
Directorate	Infrastructure Services	Date Effective	23 April 2007
Reporting to	Manager Parks & Natural Environment	Date Updated	March 2025

2. KEY OBJECTIVES

- Coordinate the Park Operations sub-unit including strategic planning and operational delivery of park service plans and programs to meet organisational and community requirements.
- Undertake financial, project, contract, operational and people management responsibilities.
- Provide a high level of customer service to employees, residents and ratepayers.
- Promote a safe working environment.

3. KEY ACCOUNTABILITIES

- Ensure Park Operations services are undertaken to a high standard in accordance with the City's strategies, plans, protocols, procedures and adopted practices, budgets and relevant legislation.
- 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.
- Professional and technical advice is accurate and timely.
- Ensure all project work is undertaken in accordance the requirements of the City's Project Management Framework.
- Ensure financial management activities are undertaken in accordance with City procedures and processes.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City 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.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Strategic Planning

- Responsible for the development and implementation of key Park Operations strategies and programs linked to the City's Strategic and Corporate Plans.
- Undertake rigorous research and analysis of activities associated with the development, implementation and evaluation of Park Operations programs and services.
- Keep informed of contemporary issues and industry trends to share knowledge with all levels of management and colleagues.
- Actively participate in the preparation of the business unit plan.
- Establish relationships with industry colleagues to ensure that Park Operations is seen as leaders within the industry.

Outcome: Operational Delivery

- Lead and promote environmental principles in relation to Park Operations.
- Coordinate the operational outcomes of the field teams using schedules, service level agreements, operational planning meetings and other works programs ensuring optimisation of all resources.
- Develop, implement and maintain industry best practice policies, processes and procedures that facilitate the delivery of the City's strategic objectives.
- Proactively identify efficiency and process improvements that positively contribute to Park Operations.
- Prepare reports for Manager Parks & Natural Environment and other business units.
- Promote and maintain a high standard of customer service between Park Operations employees and the public, other business units and external stakeholders.
- Liaise with ratepayers, contractors, suppliers, sporting clubs and community groups.
- Provide technical expert advice to the Manager Parks & Natural Environment.

Outcome: Project and Contract Management.

- 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.
- Deliver projects in accordance with agreed scope, timeframes and budgets.
- Prepare tender documentation for consultants and contractors.
- Participate as a panel member for evaluation of tenders.
- Arrange and assess quotes for works to be undertaken by consultants and contractors.
- Oversee the requisitioning and receipting of such goods and services.
- Provide technical input into parks, urban landscaping projects such as public open space development, landscaping of verges and medians and the landscape development of City buildings.

Outcome: Financial Management

- Develop the annual budget for the Park Operations in accordance with corporate financial requirements and timelines, and present to the Manager Parks & Natural Environment.
- Monitor and review the budget income and expenditure on a regular basis, including the mid-year review, to ensure conformity with budget outcomes.
- Provide input into the monthly reports including trends and variations.
- Ensure compliance of all purchase requisitions and invoices.

Outcome: People Management

- Ensure adequate resourcing levels across Park Operations.
- Role model appropriate behaviour and provide ongoing supervision, guidance, coaching, on the-job training, and appropriate feedback to employees as part of every-day employee management.
- Undertake the recruitment and selection process to ensure alignment with corporate values and culture based on an orientation to respond to and serve the community.
- Set performance targets and development plans for employees that build and support a workforce that is engaged and committed to grow and develop.
- Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.
- Manage a range of employee issues in consultation with Human Resources.
- Support the City's Diversity & Inclusion initiatives to assist team understanding and compliance with EEO legislation, practices and City protocols.

Outcome: Occupational Safety & Health

- Foster a culture of sound work health and safety practices to ensure employees work in a safe manner.
- Exercise duty of care, ensuring that safe working conditions and practices are always in place for the safety of employees and to minimise risk to the public.
- Ensure any incidents, unsafe practices, accidents and or injuries are duly recorded and reported.
- Review WHS inspection reports and action any required maintenance issues.
- Liaise with WHS Representatives and the City's WHS Team.
- Participate in programs designed to rehabilitate injured employees.
- 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/Qualifications:****Highly Developed Skills:**

- Leadership, coaching, feedback and people management.
- Written and verbal communication, including report writing.
- Interpersonal, conflict resolution and negotiation.
- Informed decision-making and problem-solving.
- Organisational and time management.
- Computer literacy including Microsoft Office.

Knowledge:

- Specialist knowledge of turf and irrigation management and horticultural and arboriculture practices.
- Specialist knowledge of parks management and maintenance practices.
- Comprehensive knowledge of contract management principles and practices.
- Comprehensive knowledge of financial management principles and practices.
- Comprehensive knowledge of people management and WHS.

Extensive Experience:

- Managing a large-scale Parks maintenance operation.

- Project and contract management including tendering processes.
- People management including coaching and leading multi-disciplinary work teams.
- Operational budget preparation, monitoring and reporting in a corporate based financial/accounting system.

Qualifications/Clearances:

- Tertiary qualification in Horticulture, Natural Sciences or a related discipline.
- Certificate IV in Frontline Management or equivalent experience.
- Diploma in Project Management or equivalent experience.
- Diploma in Contract Management or equivalent experience.
- Current National Police Certificate.
- Current WA “C” Class Driver’s Licence.

6. EXTENT OF AUTHORITY

- Responsible for the control and coordination of a work area including quality, cost effectiveness, cost and timeliness of the programs/projects under their control.
- This position will exert influence in the operations and procedures within the organisation relevant to Park Operations.
- Complex decision making, requiring significant use of initiative and judgment.
- Solutions to problems require analytical approach and elements of development and creativity within the scope of corporate protocols.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under broad direction.

Internal:

- Infrastructure Services.
- Human Resources.
- Finance Services.
- Other business units.

External:

- Government authorities and agencies.
- Various developers, consultants, contractors and suppliers.
- Various clubs and community groups.
- Related peak industry representative bodies.
- Residents, ratepayers and the general community.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	7
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