

SENIOR SUPERVISOR CITY SPACES

CLASSIFICATION: Band 5
OCCUPANT: Vacant
DATE: July 2025

POSITION CONTEXT & OBJECTIVE(S):

This is a customer facing position that provides staff management, technical expertise and input into customer service issues. The tasks are varied, but safety of operations always remains the highest priority.

To co-ordinate the day-to-day operations, administration, leadership and supervision of the 'City Spaces – Open Space Team' complying with Councils service standards in the most efficient and effective manner.

To undertake maintenance in other areas of the Depot Operations as directed by Team Leader City Spaces or Coordinator Depot Operations.

KEY RESPONSIBILITIES AND DUTIES:

1. Provide clear directions and expectations of the outdoor staff/contractors in the execution of the works programme in relation to grass cutting, weed control, path and edge curbing, brush cutting and associated general maintenance.
2. Respond to community / customer service requests in a timely manner.
3. Conduct (toolbox) meetings, record minutes and follow up actioning of items.
4. On the job training to others i.e. OH&S, Equal Employment Opportunity, training related to open space management including equipment, use of protocols and guidelines.
5. To ensure the relevant open space areas are kept to a high standard of presentation, within the service level expectations of the community and the execution of the works programme are within the constraints of time, and available budget.
6. The certification of timesheets, material sheets, day labour and plant inspection cards at the end of each working week to enable this costing data to be processed.
7. Provide prompt and courteous attention to complaints, requests and enquiries raised from Council staff and the public and completion of all electronic data required for closure of customer requests.
8. Provide assistance to the City Presentation Team Leader with maintenance to playground/kindergarten, play/equipment structures in the municipality.
9. Ensure the use of safe work practices by the Outdoor Staff in execution of duties at all times and ensure contractors, their agents, and staff complies with O.H. & S. and Equal Opportunity Legislation.
10. Undertake such duties as directed by the Team Leader City Spaces / Coordinator Depot Operations / Manager Infrastructure Services or their representative.
11. Provide sound and timely advice to the Team Leader City Spaces / Coordinator Depot Operations and Manager Infrastructure Services on matters relating to the team.
12. To liaise with other 'Depot Leadership Staff' and those in other relevant Council departments in the development of programs and on ground operations.
13. To be conversant and familiar with relevant pieces of legislation and permit requirements for any works undertaken.
14. Program and review Safe Work Method Statements / Safe Operating Procedures with team members on a regular basis.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications.

The qualifications, skills and experience outlined in the position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

- Extensive skills in leadership, supervision, motivation and coordination of staff.
- Relevant experience in parks and gardens maintenance tasks, environmental and resource management.
- Understanding of OH&S legislation and other work-related policies.
- Experience and ability to work positively with community groups, students, volunteers and general public.

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SENIOR SUPERVISOR CITY SPACES

- High level of oral and written communication skills.
- Ability to develop reports and correspondence both written and electronic.
- Proficient in the use of Microsoft Office programs.
- Demonstrated knowledge, qualifications or experience in natural resource management.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records)

☒ YES

Working with Children Check

☒ YES

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Team Leader City Spaces.
Supervises:	Open Space Mowing and Maintenance team, contractors and authorised representatives
Internal Contacts:	Depot Supervisors and Team Leaders, Coordinator Depot Operations, all Council Officers, Manager Infrastructure Services
External Contacts:	As required under the supervision of the Team Leader City Spaces, Community Groups, Visitors and Community Members, Contractors

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible for the supervision of the Open Space Maintenance team and contractors to achieve the requirements of the works programme and the efficient maintenance and operation of the unit.
- Responsible for proper and efficient resource and budget management under the supervision of the Team Leader City Spaces/ Coordinator Depot Operations.
- Freedom to act within policies, budgets and objectives set by the Council with regular reporting for works identified by Council's programs/maintenance schedules.
- Able to evaluate alternative directions of action for consideration.
- Assist senior management and Councils communications department with media liaison regarding relevant projects.

JUDGEMENT AND DECISION MAKING:

- Responsible for day-to-day decision making and planning/programming for the team subject to regular reporting, these decisions include:
 - Expenditure monitoring of programs and reporting
 - Routine staff work practices
 - Work prioritisation
 - Recruitment of casual staff (within policy)

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SENIOR SUPERVISOR CITY SPACES

- Required to make judgements and decisions in the field to provide a high level of service to the community.
- To program flexible working hours when required to ensure relevant works do not put at risk, staff, the general public, or other users.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- To have a thorough understanding and knowledge of the theoretical and practical principles and processes associated with the position. Extensive experience in a works environment requiring technical skills and or contract management skills.
- Demonstrated ability to foresee possible problems associated with works and put into place remedial actions considered necessary to rectify these problems.
- Demonstrated proficiency in computer skills with experience in report writing, computer-based budgeting programs, spread sheet and data base software packages including electronics files.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated skills in the supervision, motivation and co-ordination of staff including program planning and monitoring and consistently meet work timeframes.
- Demonstrated ability to lead, develop and maintain a positive work culture.
- To have an understanding of organisational policies and practices including Equal Opportunity, OH&S and employee training and development and ensure all staff are trained as directed.
- Good decision making and programming skills appropriate to the position.
- Demonstrated achievement of works in accordance with best practice through prioritising, delegation, organisation and supervision.
- Demonstrated ability to meet performance indicators and service standards for tasks and services.
- Ability to access staff skill/training requirements and put procedures in place to achieve those requirements relevant to the unit's operations.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- High level of oral and written communication skills including the ability to develop reports and respond to correspondence, deal with staff issues.
- Demonstrated ability in people skills which promotes a customer service driven operation.
- Highly developed negotiation skills.
- Highly developed dispute resolution capabilities.
- Able to gain co-operation and assistance from contractors/clients/staff.
- Well-mannered and approachable personality – staff/public can liaise with on sensitive and confidential issues relevant to the position.

SENIOR SUPERVISOR CITY SPACES

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Experience in a works environment requiring leadership, conflict resolution, analytical and innovative skills.
- Relevant experience/qualifications in a parks, gardens & environmental and natural resource management, sports field preparation, project/works management.
- Cert IV in Business/Leadership with experience is highly desirable.
- Demonstrated knowledge of Local Government procedures.
- Worksite Traffic Management – essential
- Chemical User Certificate – essential.
- Knowledge of Safe Work Practices and relevant Legislation related OH&S.
- Current Victorian Driver's Licence -essential.
- Medium Rigid Truck Licence – desirable.
- Literacy and numeracy skills, including report writing.
- Promote and implement staff skill development and encourage staff to continually develop new skills for better career path opportunities.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	