

CLASSIFICATION: Band

OCCUPANT: Vacant

DATE: June 2025

POSITION CONTEXT & OBJECTIVE(S):

Manage leadership, direction and operations of the Open Space Mowing and Maintenance, Home Maintenance and Street Cleaning Teams ensuring the service unit operates in compliance with Council corporate goals, objectives and standards in the most efficient and effective manner.

Manage and implement works to ensure compliance with legislative requirements of the municipality open space areas.

KEY RESPONSIBILITIES AND DUTIES:

1. Assist in the preparation of long-term strategic directions, contributing to policy development, planning and implementation of programs for the Council, in the following areas of responsibility.
 - a. Open Space Mowing – Maintaining accurate records and ensure works programs align with Council Plans and service levels. Current and projected budget requirements are presented to support future growth and changes in maintenance expectations.
 - b. Open Space Maintenance – Maintaining accurate records and ensure works programs align with Council Plans and service levels. Current and projected budget requirements are presented to support future growth and changes in maintenance expectations.
 - c. Street Cleaning - Maintaining accurate records and ensure works programs align with Council Plans and service levels. Current and projected budget requirements are presented to support future growth and changes in maintenance expectations.
 - d. Home Maintenance – Ensure work team is well supported and can achieve set objectives with available resources.
2. Support Senior Supervisors, to mentor and train apprentices, volunteers, and new staff.
3. Provide prompt and courteous attention to complaints, requests and enquiries raised from the public and completion of all electronic data required for closure of customer requests.
4. 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 OH&S and Equal Opportunity Legislation.
5. To work with other Government Agencies including Catchment Management Authority, Department Energy, Environment, and Climate Action, landholders, conservation groups, sporting clubs and users including other organisations to develop and implement co-operative works programs.
6. To be conversant and familiar with relevant pieces of legislation and permit requirements for any works undertaken.
7. To provide input into the planning and implementation of environmental initiatives, open space works in areas of sensitivity and associated programs in consultation with Coordinator Municipal Depot/ Manager Infrastructure Services.
8. To attend and present to Council/Community meetings as required by the Operations Coordinator Municipal Depot/ Manager Infrastructure Services.
9. Ensure all staff participate, understand and acknowledge Safe Work Method Statements (SWMS) and Safe Operating Procedures (SOPS).
10. Provide high quality customer service to visitors and other clients including the provision of information in a professional manner.
11. The use of safe work practices by all staff, contractors, volunteers and community groups in execution of duties at all times.
12. Undertake such duties as directed by the Coordinator Depot Operations or his representative commensurate with the skills, training and competence of the employee.

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KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Extensive skills in leadership, supervision, motivation and coordination of staff across a multi-skilled team. (management experience in Open Space Management or similar field desired).
2. Understanding of OH&S legislation and other work-related policies.
3. Ability to develop reports and correspondence.
4. Ability to liaise effectively and professionally with internal staff and external organisations.
5. Previous experience Tech-one and Microsoft programs include but not limited to Word and Excel.
6. Experience working with community groups, students, volunteers and general public.

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

GENERAL EMPLOYMENT PROBITY CHECKS:

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

☒ YES

Working with Children Check

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Coordinator Depot Operations / Manager Infrastructure Services
Supervises:	Senior Supervisor Open Space Works, Supervisor Open Space, Supervisor Home Maintenance, Street Cleaning Team
Internal Contacts:	Depot Supervisors and Team Leaders, Coordinator Depot Operations, all Council Officers, Manager Infrastructure Services
External Contacts:	Community Groups, Visitors and Community Members, Contractors.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Manages teamwork and priorities within the context of agreed work plans, agreed projects and specific management priorities, receiving strategic directions from Coordinator Depot Operations / Manager Infrastructure Services.
- Responsible for the supervision of the City Spaces Teams, contractors and community groups to achieve the requirements of the works program and the efficient maintenance and operation of the unit.
- Responsible for managing staff and all machinery / plant when allocating tasks.
- Responsible for proper and efficient resource and budget management under the supervision of the Municipal Depot Operations Coordinator.
- 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.

JUDGEMENT AND DECISION MAKING:

- Follow established procedures and guidelines, but at other times to use initiative and lateral thought to provide innovative solutions to problems or issues.
- Lead the team in maintenance of areas of responsibility using 'leading edge' thinking, have a level of freedom to innovate and explore new processes that will benefit the community within the budget allocations.

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- Understand and observe the Risk Management Policy & related procedures including safe work method statements (SCUMs) and safe operating procedures (SOPs)

SPECIALIST KNOWLEDGE AND SKILLS:

- To have a thorough understanding and knowledge of the theoretical and practical principles and processes associated with maintain and improving, open space areas throughout the municipality, street furniture and other smaller open space assets.
- To have the ability to foresee possible problems associated with works and put into place remedial actions considered necessary to rectify these problems.
- To be able to plan, develop and implement maintenance and construction work schedules.
- Experience in the arboriculture of heritage gardens.
- Demonstrated high proficiency in computer skills with experience in report writing, spreadsheet and data software packages, including electronic files.
- Appreciation of landscape design concepts.

MANAGEMENT SKILLS:

- 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 customer focus for the unit that ranks highly in the customer service satisfaction rankings.
- To have an understanding of basic personnel policies and practices including Equal Opportunity, O.H. & S. and employee training and development and ensure all staff are trained as directed.
- Strong 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 establish appropriate 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:

- High standard of oral and written communication skills including the ability to develop reports and respond to correspondence.
- Demonstrated ability in people skills which promotes customer service driven operation.
- Well-developed negotiation skills.
- High level of 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.

QUALIFICATIONS AND EXPERIENCE:

- Experience with managing and leading large teams.
- Experience in a works environment requiring technical skills / contract management skills.
- Demonstrated knowledge of Local Government procedures.
- Cert IV in Business/Leadership with experience is highly desirable.
- Knowledge of Safe Work Practices and relevant Legislation related to QA and OH&S.
- Current Victorian Driver's Licence – essential
- High standard of legible, 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.

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TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

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:	

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