

## Position Description

<b>Position Title:</b>	<b>Open Space Contracts Officer</b>
<b>Business Unit:</b>	Parks and Waste
<b>Department:</b>	Infrastructure Services
<b>Directorate:</b>	Engineering Services
<b>Classification:</b>	Band 5
<b>Date:</b>	December 2018
<b>Reports to:</b>	Open Space Contracts Coordinator
<b>Supervises:</b>	Contractors, volunteers
<b>Internal Liaison:</b>	Open Space Contracts Coordinator, Conservation and Horticulture Services Team Leader, Other Parks Coordinators, Service Unit Leader Parks and Waste, Manager Infrastructure Services and Planning, other operational staff, staff from other Council departments, such as the Contracts Unit.
<b>External Liaison:</b>	Residents, community groups, suppliers and contractors, service authorities, industry groups, developers

### 1. Position Objectives

- Provide supervision and direction to Parks contractors regarding contract requirements,
- Perform compliance audits and regular monitoring on Parks contractors to ensure that service delivery is within council service standards, legislative and contract specification requirements, inclusive of administrative, quality, environmental and safety requirements,
- Undertake maintenance quality audits on new park assets delivered from the CIP and Subdivision programs,

### 2. Key Responsibility Areas / Position Specific Responsibilities

***\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

#### Contract Management

- Provide guidance to contractors and recommend and document scope of works for contractor quotations in accordance with established procedures,
- Assess contractor works programs, in consultation with Parks Team Leaders and Coordinators
- Undertake routine contract administration, including coordination of contract meetings,
- Identify and recommend necessary works that fall outside of the Parks Services Contract Specification
- Liaise with Parks Team Leaders and Coordinators regarding works outside parks contract specification,

#### Quality, OH&S, Environmental and Specification Compliance

- Perform compliance (OHS and works) audits on external contractors, Parks service activities,
- Assist with the development and implementation of action plans to address areas of non-compliance and provide appropriate feedback to staff & contractors in consultation with the Open Space Contracts Coordinator,
- Development and regular review of OHS & Quality Audit Checklists under direction of the Open Space Contracts Coordinator,
- Monitor and report on compliance to service standards and if response times are met,
- Assess and identify improvement opportunities to enhance service delivery and resource efficiency,

#### Planning

- Monitor and assist with the updating of subdivision & CIP handover spreadsheets in conjunction with Parks Coordinators and Team Leaders and Capital Works & Civil Development Units,
- Conduct research into contract specification requirements as requested and provide input into contract specification development under guidance of the Open Space Contracts Coordinator,
- Assist with the development of planting programs for relevant sites, including appropriate plant selection and sourcing, in line with Council programs and policies,

#### Customer Service

- Audit service delivery outcomes generated via customer requests (Merit) to ensure that the work undertaken is compliant with council standard and is within the unit's resource capability,

- Investigate and action relevant customer requests in a timely fashion with the support of the Open Space Contracts Coordinator
- Liaise promptly with the contractor to ensure that all affected work programs are reviewed and modified accordingly to ensure additional workloads are met,
- Support the facilitation and delivery of community engagement activities as required, and occasionally attend community activities, such as community planting days or working bees, outside of normal work hours including evenings and weekends,

### **3. Overall Position Accountability and Authorities**

The position is directly held responsible for:

- Supervise the activities of a selection of Parks contractors to monitor and report on compliance with council service standards, legislative and contract specification requirements, inclusive of administrative, quality, environmental and safety requirements. The freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans. The freedom to regulate contractors is subject to close supervision and clear guidelines,
- Ensure projects & programs are delivered to required standards, within the required timelines and set budgets, including the desired outcomes under the direction of the Open Space Contracts Coordinator,
- The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by the Open Space Contracts Coordinator,
- Provide direct support and assistance to the Open Space Contracts Coordinator in all aspects of the unit, including how the goals of the unit contribute to the broader Infrastructure Services department goals for the organisation and the community of the City of Greater Dandenong. The freedom to act in this regard is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

### **4. Judgement and Decision Making Skills**

Judgement and decision making will be within the following scope:

- Objectives of the work are usually well defined but the work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience,
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required,

#### **Independently:**

- Issues work orders to contractors in line with agreed programs
- Plan and perform quality and safety audits
- Liaise with contractors and provide guidance

#### **With Input:**

- Support the Open Space Contracts Coordinator taking remedial action resulting from customer complaints, including minor contractor disciplinary matters and contractor service failures;

#### **Recommends and Identifies:**

- Make recommendations on improvements to work systems, contract specifications, service programs and work standards arising from audit data;
- Variations to Service Standards arising from audit data;
- Proposed changes to current auditing practices;

#### **Guidance:**

- Guidance and advice will usually be available from the Open Space Contracts Coordinator within the time required to make a choice.

### **5. Specialist Skills and Knowledge**

The essential position requirements include:

- With support from the Open Space Contracts Coordinator providing direction and guidance to contractors, including a thorough understanding of the relevant technology, procedures and processes used within their operating unit. Where involved in interpreting regulations this requires an understanding of the underlying principles involved as distinct from the practices,
- Requires an understanding of the role and function of the Open Space Contracts Coordinator, as well as an understanding of the long term goals of Infrastructure Services, and an appreciation of the long term goals of the wider organisation,

## 6. Management and Interpersonal skills

The essential position requirements include:

- Managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of contractors so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable,
- In relation to contract administration this position requires an understanding of and an ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and training and development.
- Requires the ability to gain cooperation and assistance from others contractors, members of the public and other employees in the administration of well-defined activities and in the coordination of contractors where appropriate.
- Ability to write reports in their field of expertise and prepare routine external correspondence.

## 7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

- Demonstrated experience in parks management, horticulture or related discipline, with exposure to contract management processes, including monitoring and OH&S requirements. A formal qualification (e.g. Certificate IV, Diploma or Degree) in addition to the relevant experience, would be highly regarded.
- Demonstrated commitment to the principles of excellence in Customer Service
- Demonstrated well developed skills in oral and written communication, including the ability to effectively use basic computer software and systems including the Microsoft Office suite, in particular MS Outlook and MS Word,
- Demonstrated understanding and knowledge of specific Occupational Health & Safety practices and procedures applicable to the role, including risk minimisation strategies,
- Demonstrated understanding of diversity in the workplace and the community, as well as a commitment to ongoing professional development and education,
- Current Victorian Drivers Licence.

## 7. Notes and Comments

### Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

#### Prepared by:

<b>Name:</b>	Maree Keenan	<b>Signature:</b>	
<b>Date:</b>			

#### Manager:

<b>Name:</b>	Philip Robertson	<b>Signature:</b>	
<b>Date:</b>			

#### Director:

<b>Name:</b>	Julie Reid	<b>Signature:</b>	
<b>Date:</b>			

#### Position Occupant:

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

### Inherent Physical Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by:

Signature:

## Position Description

### APPENDIX 1

#### **Additional Key Responsibility Areas / Position Specific Responsibilities for all employees**

Main areas of responsibilities will include but is not limited to:

##### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

##### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

##### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

##### Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.