

POSITION DESCRIPTION

Position Title:	Leading Hand Reticulation
Position Number:	11184
Directorate:	Strategic Projects and Infrastructure
Department:	Asset Maintenance
Reports to:	Parks and Gardens Assets Supervisor
Supervises:	Reticulation Maintenance Officers, Playground Officer and Contractors
Agreement:	City of Karratha Enterprise Agreement 2023
Classification:	MEU Level 6

1. POSITION OVERVIEW

The Leading Hand Reticulation is responsible for providing supervisory and coordinating various Parks and Gardens tasks through the efficient management of personnel, external contractors, and available resources to accomplish a diverse array of related activities.

1.1 Position Objectives

- In consultation with the Parks and Gardens Assets Supervisor, provide direction on all matters concerning the day-to-day operations of maintaining the City's parks and gardens, ovals, streetscapes and playgrounds.
- Liaise with external contractors to deliver other Parks and Gardens services and activities.
- Assist in the planning and co-ordination of the overall passive and active Parks and Gardens annual works program.

2. DUTIES & RESPONSIBILITIES

2.1 Leadership

- Direct and supervise City's Parks and Garden Reticulation and playground staff to effectively deliver maintenance programs and projects.
- Ensure that work schedules are adhered to and deadlines are met.
- Monitor work output of staff and provide appropriate support and direction to ensure a safe and harmonious work environment.
- Ensure work / operations are conducted in accordance with Work Health and Safety Regulations, Environmental regulations, and Council procedures & policies.
- Work in a hands-on capacity with staff to ensure effective and efficient use of resources and best practice horticultural procedures

2.2 Maintenance

- Implement level of service of parks for reticulation, playgrounds and park furniture inspections
- Monitor and inspections of reticulation systems, effluent reuse system, park furniture and playgrounds including completing and following up staff for compliant paperwork to meet City requirements and Australian standards.
- Ensure Effluent Reuse system compliance and procedures are followed and assist with management of the effluent reuse system network through fault finding and BMS management of the overall central control system.

- Ensure the proper care and maintenance of tools and equipment.
- Assist with Supervision of annual level of services of playground renewals, soft-fall replacement and maintenance, reticulation upgrades, tank and pump audits.
- Assist in development of annual maintenance programs for individual work teams
- Complete physical on ground repairs and maintenance.
- Attend after hour call outs as required

2.3 Customer Relations

- Maintain effective communication with clients to understand their needs and preferences.
- Provide updates on project progress and address client concerns or requests.
- Direct and monitor contractor set services and ad-hoc services & emergency works as required.
- Promote co-operation and provide timely technical support, advice and assistance to the Parks & Gardens Maintenance Supervisor.

2.4 Training and Development

- Stay up to date with industry trends and best practices in reticulation and playgrounds
- Develop and train field staff in competencies relating to reticulation and playground operations and requirements

2.5 Work Health & Safety

Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE AND EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under limited supervision of the Parks and Gardens Asset Supervisor
- Works in accordance with the Council's policies, procedures, and guidelines
- Ensure staff are accountable for performing the responsibilities and actions relevant to their position.
- Ensure commitment to Council's Strategic Plan.
- Ensure the efficient and effective utilisation of resources as allocated under the level of responsibility for this position.
- Ensure business transactions are conducted in an ethical, courteous, and professional manner.
- Ensure delivery of quality customer service.
- Ensure employee morale is maintained and a positive work culture is promoted

3.2 Judgement and Problem Solving

- Ability to exercise judgement to problem solve by reference to established processes, procedures, precedents, and instructions
- Proactive approach to solving an emerging problem rather than a reactive approach once the problem occurs.

3.3 Specialist Knowledge and Skills

- Demonstrated relevant experience in reticulation/irrigation, playgrounds, horticulture and landscaping.
- Knowledge of the operation and maintenance of irrigation systems and ERS practices / impacts.
- Amenity Horticulture practices involving pruning, fertilising, chemical application and renovation techniques of Garden beds, Turf and Streetscapes
- Numeracy skills including the ability to calculate costs, weight, and distance measurements.

3.4 Management Skills

- Instruct team members and guide day to day inspection and maintenance activities within the area of responsibility.
- Demonstrated team organising skills, use of initiative, proactive problem solving and conflict resolution management skills.
- Processing of timesheets to ensure accuracy and timely completion
- Processing and following up on inspection/audit paperwork

3.5 Interpersonal Skills

- Developed verbal and written communication skills with the ability to read and comprehend plans, instructions, memos, and write general correspondence.
- Effective time management skills and ability to manage time effectively to ensure duties are carried out to the required standard.
- Knowledgeable and ability to improve and mentor team members.
- Ability to engage with team members in a polite and courteous manner and strive for a harmonious culture and positive team environment.

3.6 Qualifications and Experience

- Reticulation / Horticulture / Landscape Trade qualification or significant relevant experience
- Extensive experience in the maintenance and development of parks, gardens, and landscaping.
- Demonstrated supervisory experience in Parks and Gardens, in a local government environment (Desirable)
- Certificate 3 in Irrigation (Desirable)
- Certificate 3 in Horticulture (Desirable)
- Playground Operational Inspection Course (Desirable)
- Basic worksite traffic management certificate (Desirable)
- Current C class driver's licence however a MR/HR is preferred
- National (or Federal) Police Certificate (no more than 6 months old)
- First Aid Certificate (Desirable)