

<b>Job title:</b> Display Horticulture Specialist Team Member	
<b>Classification:</b> Band 3	<b>Effective Date:</b> April 2023
<b>Reports to:</b> Coordinator Horticulture and Landscape Services	<b>Tenure:</b> Permanent

### About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

To provide high quality horticultural services within the City of Whitehorse in a safe and professional manner.

### Key Responsibilities

#### *Position Specific Responsibilities*

- Provide quality customer service.
- Undertake maintenance of Councils high profile parks and gardens to ensure service delivery standards are met
- Undertake the timely preparation, planting and maintenance of high quality horticultural displays including pruning of roses and shrubs, topiaries, hedges, and maintenance of lawn areas, garden beds, edges, litter and waste removal in line with service delivery standards
- Undertake preparation and planting of annual floral displays and perennial gardens
- Assist with landscaping and nursery related projects as required
- Provide input into recommendations for garden maintenance and displays at high profile locations
- Provide input into the prioritisation of job scheduling and efficient route planning of routine maintenance across the Municipality
- Provide input into the improvement of relevant operating practices to continuously improve quality standards
- Operate required machinery, including mowers, loaders and plant in line with horticultural best practice.
- Complete customer requests and work orders within required timeframe
- Complete computerised records of work orders and activities on mobile devices.
- Achieve priorities as detailed within work rounds and required timeframes.
- Complete risk assessments on site and work within Safe Operating Procedures.
- Ensure all work practices are safe and conducted in accordance with relevant Health and Safety legislation, guidelines and codes of practice.
- Provide input into the prioritisation of job scheduling and efficient route planning of routine maintenance across the Municipality.
- Organise appropriate traffic and pedestrian management associated with maintenance on main roads and parks.
- Report vandalism and damage of Council property.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### **Authority**

**Budget:** Nil

### **Staff responsibility:**

May supervise team members, apprentices, work experience students and casual employees when required.

### **Decision Making:**

Provide input into the improvement of relevant operating practices to continuously improve quality standards.

Responsible for day to day field decisions relating to high profile horticultural sites including inspection and maintenance.

### **Key Relationships**

- Horticultural and Landscape Services Coordinator and Team Leader
- Manager Parks and Natural Environment
- Parks and Natural Environment department employees across all teams
- Sub-Contractors
- Customers, Residents, Shopkeepers, Parkland Advisory Committee members
- Whitehorse employees
- Councils Festival Team

- The incumbent may have contact with the public or other employees which involves explanations of specific procedures and practices, especially in relation to park and playground maintenance.

## Skills and Attributes

### Qualifications/Certificates/Licences and Experience

- Certificate or Diploma in horticulture, parks and gardens, landscape and/or relevant experience in horticultural practices and high profile horticultural maintenance regimes including annuals, perennials, roses and general garden maintenance
- Knowledge of the maintenance of a range of horticultural practices including hard and soft landscape fixtures
- General Horticultural knowledge including high level plant and weed ID, pruning techniques and weed management techniques
- Farm Chemical Users Certificate
- A current Victorian driver's licence.
- Ability to operate required machinery with work effectively with limited supervision
- First Aid Level 1
- Working with Children check
- Physically fit to undertake all manual handling operation.
- Ability to use all required herbicides, insecticides, fungicides and other chemicals in accordance with safe handling procedures.

### Technology

- Proficient in Microsoft office and the operation and knowledge of relevant asset management systems
- Proficient in mobility systems required to undertake completion and reporting of customer requests and work orders
- Proficient in the operation and knowledge of relevant software and equipment, horticultural practices and changing work procedures that may require the exercise of judgement or adaptation.

### Interpersonal

- The incumbent must have appropriate written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and various external parties.
- Appropriate skills for the preparation of work records, time sheets and instructions.
- The ability to resolve minor problems.
- Ability to work in a team, or as an individual, with general supervision.

### Leadership/management:

- Must be able to provide employees under their supervision with on the job training and guidance and have a basic knowledge of Human Resources policies and procedures

### Key Selection Criteria

- Certificate or Diploma in horticulture, parks and gardens, landscape and/or relevant experience in horticultural practices and high profile horticultural maintenance regimes including annuals, perennials, roses and general garden maintenance
- A current Victorian driver's licence.
- Ability to operate required machinery with work effectively with limited supervision
- Proficient in the operation and knowledge of relevant software and equipment, horticultural practices and changing work procedures that may require the exercise of judgement or adaptation.
- Appropriate written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and various external parties.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	
<b>Standing</b> Tasks involve standing in an upright position	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day, can be on feet for a large proportion of the day	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	General manual handling tasks associated with horticulture and assets maintenance	Occasionally	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day, can be on feet for a large proportion of the day	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Limited in office	Limited in office, Some use in the field per day	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Required for driving	All	

**Any other relevant comments:**