

POSITION DESCRIPTION

POSITION: Maintenance Coordinator Horticulture	
DIRECTORATE: City Infrastructure	GROUP: Transport and Open Space Services
SECTION: Open Space Services	REPORTS TO: Section Leader Open Space Services
GRADE: F	EMPLOYMENT TYPE: Full-Time
HOURS/WEEK: 38	POSITION No.: 109
DATE: Dec 2024	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE GROUP/SECTION

Our Transport & Open Space Services Group is responsible for planning, delivering and maintaining the City's road networks, drainage, footpaths and cycleways, reserves, parks, playgrounds, public amenities and other open spaces.

POSITION OBJECTIVES

- To establish, enhance and maintain the aesthetic and environmental setting of Parks, Gardens, Reserves Roadways, Botanic Gardens and Cemeteries within the Coffs Harbour local government area (LGA) in accordance with the City of Coffs Harbour ('the City')'s programs, policies and budgets.
- To manage, coordinate and assist the Open Space staff to ensure objectives, programs, performance criteria, standards and procedures are adhered to within budgetary limits.
- Provide advice on technical, procedural and work methods in Open Spaces
- Monitor resource use and performance.
- Provide customer service to section clients and provide support to the leadership of the City on establishing a high-performance organisation through the development of its people and processes.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

Works

- Keep up to date with current budget information and ensure alignment to budgets in the assigned areas of responsibility.
- Monitor costs as works proceed to ensure works fall within the budget limitations and advise when adverse trends are detected in the implementation; to ensure corrective action can be completed.
- Co-ordinate the planning, budget and work programming to ensure inclusion in Section annual estimates and budgets.
- Co-ordinate monthly and quarterly reports that detail estimates versus actual costs of each work program.
- Advise Section Leader of both replacement and additional plant/machinery requirements on an annual basis and provide budget estimates for same.
- Participate in Section planning and budget activities to input operational requirements.
- Ensure that quarterly financial budget reports include necessary adjustments to meet annual works program and budget.
- Coordinate and manage private works as required.
- Participate in an on-call roster and/or be available for call outs if required.

Staff Management

- Communicate task responsibilities and motivate staff to ensure timely completion of delegated work to ensure quality and consistency of outcomes.
- Provide on the job training, coaching and mentoring to staff on a daily basis.
- Manage the day-to-day operations of Sections operational staff and hold regular meetings to promote teamwork, identify problem areas, co-ordinate staff and plant requests, and resolve conflicts as they arise.
- Establish team / individual staff objectives, monitor performance, take corrective / disciplinary action as appropriate and formally counsel / appraise staff as per the City guidelines for Performance Excellence.
- Input as necessary to the ongoing review of staff operations to ensure delegation, accountability, flexibility and adaptability are accepted and implemented by your team.
- Ensure staff training needs are considered and planned for new equipment and be prepared to train others in your experience/expertise to meet the organisation's needs.
- Ensure Supervisors develop and implement safety inspections for their areas of control and produce reports.
- Provide technical advice for maintenance and capital works projects.
- Participate in staff recruitment interviews and the induction plan and activity for all new staff.
- Ensure adoption of a positive, co-operative / consultative style of management and communication.
- Ensure work site induction process, hazard identification and control is practiced.
- Develop and maintain annual leave register and monitoring for excessive leave and activating plans with your team members where necessary.

Planning

- Works - Be aware of the content of the Operating Plan and program individual works generally in accordance with that Plan.
- Provide information as required to assist in the preparation of the Operational Plan.

Asset Management and Maintenance Management

- Be aware of the Section Asset Management Systems and Maintenance Management System and guide works operations and staff to meet objectives and system needs.
- Utilise mobile technology and the City's maintenance management system to organise works, record data and report as required. Proactively report any defects or problems observed with the City's assets.
- Report defects or problems observed with the City's assets outside of normal area of expertise.

Work Methods (Plant)

- Ensure appropriate supervision and co-ordination of methods, plant and materials usage is carried out by Supervisors to achieve optimum utilisation of resources.
- Supervise all development projects and make progress reports to Section Leader.
- Complete risk management inspections on time and record accurately.
- Maintain and keep current all equipment inventories.
- Ensure Supervisors carry out their full range of responsibilities in respect to programs, routines, standards, and policies.
- Make sure environmental requirements are met with maintenance and capital works.
- Ensure sub-contractors engaged for any purpose comply with the City's specifications, policies, and work practices.
- Ensure Work Site Induction Process and Traffic Control Plans are developed and implemented.

Specific Project / Programs

- Ensure all programs are met including holiday rosters.
- Co-ordinate Work Experience or Volunteer working group projects/activities through the Project Officer.
- Plan for and implement electrical safety testing of powered tools and leads.
- Provide emergency and after-hours services as required.
- Plan for and implement specific capital works projects.
- Develop and co-ordinate casual employment pool
- Organise and coordinate plant/equipment trailing and replacement program.
- Develop specific works programs for the Coastal Reserves and dunal systems.
- Organise and control Nana Lane Depot security and abloy key system
- Plan for and implement Nana Lane Depot maintenance and development works.

Organisational requirement

- You may be required to relocate to any department, branch or section within the organisation at the direction of the General Manager.
- Undertake projects and research as directed.

KEY RELATIONSHIPS

Internal

- Section Leader Infrastructure Maintenance – Roads and Open Space
- Maintenance Coordinator's and Work Teams
- All employees of the City

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, the ordinary hours of work will generally be between 06:00 and 18:00 Monday to Friday. Actual start and finish times within this span will be arranged with the People Leader. Ordinary hour worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances and expenses apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - Expenses
 - First Aid Allowance
 - Meal Allowance
 - Travel Allowance
- In accordance with the City's Vehicle and Plant Use Procedure you may be eligible for a vehicle under Council's Take Home provision whilst you are in this position.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Nana Lane Depot, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate / Diploma of Horticulture or Assoc. Diploma Park Management
- (10) years relevant operational experience in a similar environment
- OH&S General Construction Induction Certificate (White card)
- Class C Drivers Licence

Desirable

- Traffic Controller Certification (formally Blue ticket)
- Implement Traffic Control Plans Certification (formally Yellow ticket)

CAPABILITIES

- Demonstrated high level interpersonal skills
- Extensive experience in managing works teams
- Demonstrated high level verbal and written communication skills.
- Demonstrated customer service experience
- Demonstrated computer literacy and experience in keyboard operations

Position Demands Analysis

Maintenance Coordinator Horticulture

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7-45.5kg	1	Standing for extended periods	1	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	1	Hearing above background noise	1
Repetitive Lifting	1	Walking on uneven ground	1	Depth perception	0
Pulling Loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Pushing loads > 5kg	1	Shovelling / digging	1	Fine manipulation	2
Lifting with trunk twisting	1	Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	3
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	1	Slippery surfaces	1
Outside work	2	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	1
Working alone	2	Working at heights	0	Use of computer for screen based activities	1
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	1		