

Position Description

POSITION TITLE:	Parks Technical Officer
POSITION NO:	1077
DIRECTORATE:	Infrastructure Services
DEPARTMENT:	Parks & Gardens
SECTION:	Parks & Horticulture
CLASSIFICATION:	Band 6
LOCATION:	Operations Centre - South
DATE:	June 2026

ORGANISATIONAL RELATIONSHIPS

Reports to: Coordinator Parks & Horticulture

Supervises:

Internal Liaisons: Manager Parks & Gardens, Parks & Gardens Coordinators and all Council employees.

External Liaisons: Service Authorities, Sporting Clubs, User groups, other Councils, Contractors and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

The Parks Technical Officer is responsible for ensuring that all horticultural maintenance activities, both contracted and internally delivered meet Council's quality standards, service levels, and safety requirements. The position conducts programmed and reactive audits, provides technical horticultural advice, monitors contractor and internal crew performance, and supports effective works programming.

The role ensures high-quality horticultural outcomes for parks, streetscapes, landscaped areas, and open space assets through detailed quality assurance, data analysis, and continuous improvement initiatives.

DUTIES AND RESPONSIBILITIES

- Lead and implement comprehensive horticultural quality assurance audits across parks, reserves, landscaped areas, and streetscapes to ensure compliance with Council service levels, specifications, and presentation standards.
- Assess maintenance activities and service delivery outcomes, identifying quality, compliance, and efficiency improvements and providing recommendations for continuous improvement.
- Administer and monitor horticultural maintenance contracts, assessing contractor performance against KPIs, technical requirements, safety obligations, and contractual deliverables.
- Effective management of customer interactions via the CRM system, including monitoring, actioning and coordinating works with relevant teams to ensure the Parks and Gardens team provide high-quality customer service, meet response timeframes and maintain professional, accurate records.
- Coordinate the delivery of small parks or horticultural projects, including estimation, ordering stock and engagement and monitoring of contractors to deliver works.
- Budget and financial management including raising purchase orders, obtaining quotations, liaison with suppliers and contractors to ensure financial expenditure is within approvals.
- Contribute to the development and coordination of horticultural works programming, using audit data, seasonal priorities, and technical insights to support effective planning and resource allocation.
- Identify and document any defects or issues on site, and work with relevant teams or contractors to ensure they are addressed in a timely manner.
- Provide specialist horticultural technical advice to staff, contractors, and stakeholders in areas such as plant health, soil conditions, irrigation performance, weed/pest/disease management, and sustainable maintenance practices.
- Maintain accurate, timely, and comprehensive records within audit platforms, asset management systems, and work management tools to support transparent reporting and data-driven decision-making.
- Prepare written technical reports, performance summaries, and audit dashboards for operational leadership, contributing to continuous improvement and strategic planning.
- Collaborate with contractors and internal teams to clarify quality expectations, interpret standards and specifications, and support improved consistency and horticultural outcomes across open space assets.
- Monitor compliance with OHS, environmental, and chemical management requirements, ensuring that all horticultural activities meet legislative, policy, and safety obligations.
- Respond to customer enquiries and service requests by undertaking site inspections, providing technical assessments, and preparing informed resolutions aligned with Council standards.
- Support continuous improvement initiatives by identifying service delivery gaps, contributing to specification reviews, and recommending enhancements to horticultural practices, programs, and operational processes.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.

- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.
- We are a child safe organisation and are committed to child safety and supporting the best interests of children in all our operations.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support and formal input into policy development within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and refer to manager for any decisions on matters that could impact Council's policy, projects and budget.

JUDGEMENT AND DECISION MAKING

- Exercise judgement and autonomy to make decisions based on previously acquired experience and knowledge as well as knowledge of department, organisational goals and objectives.
- The nature of the work is usually specialised with methods, procedures and processes developed through theory or precedent.
- Ability to improve or develop methods, procedures and processes relevant to the role as required and applying them to problem resolutions.
- Guidance and advice from supervisor and other Council employees would usually be available.
- Exercise discretion and confidentiality whilst performing assigned duties.
- Apply horticultural and parks maintenance knowledge and practical skills to ensure best practice advice and guidance is provided to stakeholders, contractors and teams.

SPECIALIST SKILLS AND KNOWLEDGE

- Strong technical horticultural knowledge, including plant identification, plant health management, soils, irrigation systems, pests, weeds, and diseases.
- Understanding of horticultural maintenance standards and specifications, including service levels, performance measures, and industry best practice.
- Experience in quality assurance and auditing processes, including conducting inspections, recording data, identifying non-conformances, and verifying rectification works.
- Knowledge of contract management principles, including contractor performance monitoring, KPI assessment, and compliance requirements.
- Ability to interpret plans, specifications, and maintenance schedules, and provide practical guidance to support consistent horticultural outcomes.
- Knowledge of sustainable horticultural practices, including water efficiency, biodiversity principles, and environmentally responsible maintenance.
- Strong written communication skills, with the ability to prepare clear technical reports, audit summaries, and performance insights.
- Understanding of OHS requirements, including hazard identification, risk assessment and safe work practices.
- Proficiency in the application of theories, policies, procedures, processes and precedents relevant to the role.

- Proficiency in using digital inspection tools, mobile apps, and work management systems, with strong attention to detail and the ability to maintain accurate and reliable records.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role.
- Basic knowledge and understanding of budgeting techniques.

MANAGEMENT SKILLS

- Ability to effectively manage time, set priorities, plan and organise own work and when required, the work of any direct reports and contractors, to achieve objectives within a set timeframe. Ability to consider the impact of customer requests, climatic conditions and other competing factors in planning work outputs.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to less experienced employees to foster a high-performing, customer focused team culture.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long-term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

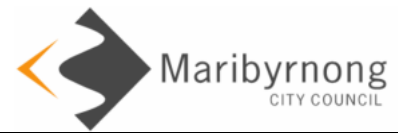
- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve intra-organisational problems.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to collaborate effectively with internal teams, contractors, and stakeholders while providing constructive feedback and technical guidance.
- The ability to communicate respectfully, foster positive relationships with colleagues and contribute to a positive, supportive team culture.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team-based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence and presentations.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Diploma in Horticulture or similar formal qualifications
- Substantial experience in conducting horticultural quality audits and inspections, including identifying defects, assessing compliance, and preparing clear and accurate reports.
- Demonstrated experience in horticultural maintenance and open space maintenance and presentation, supported by well-developed technical knowledge of horticultural practices.
- Experience in contract administration and management, including KPI monitoring, non-conformance reporting, conducting performance meetings and assessing maintenance standards.

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- Experience working with contractors or internal field teams, including monitoring performance and understanding service level requirements.
- Experience in works programming, horticultural scheduling, or resource planning.
- Demonstrated experience in using digital systems, such as inspection tools, work management systems, mobile apps, or reporting platforms.
- Strong written communication skills, including the ability to prepare technical reports, audit findings, and recommendations.
- Required to have and maintain, at all times where required for the performance of your duties or otherwise by Council, a valid, unrestricted Working with Children Check.

Desirable:

- Local Government experience desirable

KEY SELECTION CRITERIA

- Demonstrated experience in horticultural maintenance and open space presentation, supported by well-developed technical knowledge of horticultural practices.
- Proven ability to conduct horticultural quality audits and inspections, including identifying defects, assessing compliance, and preparing clear and accurate reports.
- Experience supporting contractor performance monitoring, interpreting service levels and specifications, and contributing to consistent and fair contract compliance processes.
- Well-developed communication and interpersonal skills, with the ability to collaborate effectively with internal teams, contractors, and stakeholders while providing constructive feedback and technical guidance.
- Proficiency in using digital inspection tools, mobile apps, and work management systems, with strong attention to detail and the ability to maintain accurate and reliable records.
- Understanding of workplace health and safety requirements, including hazard identification, risk awareness, and the ability to apply safe work and environmental practices during inspections and assessments.

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: