

POSITION DESCRIPTION

POSITION: Groundsperson	
DIRECTORATE: Business Services	GROUP: Commercial Business
SECTION: Holiday Parks	REPORTS TO: Supervisor Grounds
GRADE: B	EMPLOYMENT TYPE: Casual
HOURS/WEEK: Various	POSITION No.: 912
DATE: December 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 Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks, Laboratory and City Smart Solutions.

THE GROUP/SECTION

Our Commercial Business Group manages the City's property portfolio and delivers the City's commercial business enterprises; the Coffs Harbour Laboratory which delivers NATA accredited laboratory services, the Coffs Coast Holidays Parks which provide high quality tourist accommodation, and City Smart Solutions, who's focus is on delivering network infrastructure and technology solutions for clients.

POSITION OBJECTIVES

- Maintain the grounds and facilities at the Coffs Coast Holiday Parks to the City of Coffs Harbour high standard.
- Demonstrate a commitment to Councils core values, comply with the Code of Conduct and promote the image of Council as an efficient and professional organisation.

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

- Carry out duties as directed by the Operations Supervisor.
- Mow and keep tidy grassed areas.
- Plant and trim gardens and shrubs as required.
- Clean amenities, cabins and facilities as required.
- To collect garbage as required
- To undertake basic repairs to facilities and assist in capital works program.
- Amenities are maintained in a clean, tidy and serviceable condition at all times to standards.
- Repairs are carried out in a manner consistent with trade's standards.
- Tradesmen are assisted in a manner which is to their satisfaction and which promotes a safe and healthy working environment.
- Service and maintain swimming pool.

Communication/Customer Service/Community Consultation

- Work information is conveyed to relevant co-workers.
- Adopt a courteous and helpful approach whenever customer services are required.
- Operational problems are reported to supervisor in accordance with standards.
- Spoken messages are communicated through the use of plain, clear language suited to the receiver.
- Written communications are presented in a clear concise language and in a format suited to the purpose and the receiver.
- Consultative practices are applied.
- Issues are dealt with in a calm and objective manner in accordance with Council's customer service principles.
- Unresolved conflict is reported to relevant officer.

Plant and Machinery

- Breakdowns and maintenance and servicing requirements are reported in accordance with policy procedures and standards.
- Plant and machinery are maintained to manufacturer's specifications and Council standards.
- Plant is operated in accordance with instructions and standards.
- Plant is operated in accordance with manufacturer's specifications, Council procedures and statutory requirements.
- Plant and machinery checklists are completed in accordance with manufacturer's specifications, Council policy procedures and standards.

Organisational Requirement

- You may be required to relocate to any Group or Section within the organisation at the direction of the General Manager.
- Undertake other duties as directed.

KEY RELATIONSHIPS

Internal

- Director Business Services
- Manager Holiday Parks
- Manager Operations Holiday Parks
- Supervisor Operations
- Supervisor Housekeeping
- Staff

External

- External Stakeholders
- Members of the Public

OTHER POSITION REQUIREMENTS

- The ordinary hours of work will be between 06:00 and 18:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the facility roster. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
 - Weekdays outside of 06:00 to 18:00 – 20%
 - Saturdays – 50%
 - Sundays – 100%.
- 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).
- The following allowances 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
- This position is located at any of the four (4) Coffs Coast Holiday Park locations: Park Beach, Sawtell Beach, Woolgoolga Beach and Woolgoolga Lakeside Holiday Park, with the requirement to undertake the duties outlined 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

- National Construction Induction Certificate (Whitecard)
- Current class C Drivers Licence.
- NSW Working With Children Check

Desirable

- Minimum one (1) years' experience in grounds maintenance and cleaning/maintenance of buildings.
- Trade Cert (III)
- Traffic Control Card
- Working at Heights
- Spraysmart / ChemCert or similar chemical certification
- Chainsaw Operations Certificate
- LR licence

CAPABILITIES

- Awareness and experience of the upkeep of gardens and lawns.
- Experience in minor mechanical work on small plant and in the safe use of both gardening and maintenance equipment and hand tools.
- Experience in commercial swimming pool maintenance.
- Customer Service skills.
- Good interpersonal, oral and written communication skills.

Position Demands Analysis

Groundsperson

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