

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Display Specialist	
<b>Classification:</b> Grade 3	<b>Effective Date:</b> February 2025
<b>Reports to:</b> Team Leader Horticultural 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

To provide and maintain high quality Horticultural and Landscape Services in a safe and professional manner.

## Key Responsibilities

### *Position Specific Responsibilities*

- Timely and high quality maintenance of selected horticultural high profile sites including pruning, lawn areas, garden beds, litter and waste removal and collection of sharps, all in accordance with Council Policies and Occupational Health & Safety Guidelines.
- Organise and undertake traffic management safety set up for works within carparks, median strips, roundabouts and traffic islands on main roads in line with code of practice.
- Supervise apprentice, work experience students and casual employees.
- Provide input into recommendations Advisory Committees and Community Groups
- Provide input into the prioritisation of job scheduling and efficient route planning of routine tasks across the Municipality.

### *General:*

- Provision of effective Customer Service.
- Reporting of vandalism and damage of Council Property.
- Adequately maintain council assets used in this position.
- Actively participate as a member of the Parks & Natural Environment Team.
- Actively contribute to the further development and enhancement of the parks and gardens networks throughout the City of Whitehorse.
- Actively contribute to general Nursery tasks.
- Actively contribute to Landscape Services Team.

### *Corporate Responsibilities:*

- Adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement.
- To 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.
- Reporting of any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## Authority

### *Staff responsibility:*

The position assists the Horticultural and Landscape Services staff, apprentices, casuals and work experience students to ensure program objectives are achieved and staff are appropriately motivated, trained and developed to undertake their duties.

### *Decision Making:*

- Incumbent has the authority and freedom to act within established operations and budgetary guidelines, and the provision of various Acts, regulations, codes, technical controls, standards and Council policies.
- The position will make decisions and provide input on operational service provisions and is responsible for decisions relating to preparation, planting and maintenance of high quality horticultural sites.

## Key Relationships

- The position will liaise with numerous Departments, Coordinators, Team Leaders and staff at all levels including the Parks and Natural Environment Department, City Services Department, Project Delivery and Assets Department, Leisure and Recreation Department and internal service delivery Departments, as well as residents, user groups, sports clubs, parkland advisory committees, internal and external committees, contractors, industry bodies, government agencies and Councillors.
- The position is required to maintain professional relationships with suppliers, contractors, consultants and various industry bodies
- The position has key responsibilities in ensuring efficient and effective customer service in accordance with the relevant policies and procedures.

## Skills and Attributes

### Qualifications/Certificates/Licences and Experience

- Certificate 3 in Parks and Gardens, or equivalent combined with extensive experience across relevant areas of horticulture and maintenance services.
- Demonstrated successful supervision of staff delivering municipal maintenance services in parks and open space areas.
- Demonstrated experience in all horticultural and operational maintenance techniques and practices, and sound plant identification knowledge.
- Ability to priorities and manage workflow and requirements of each site independently.
- Demonstrated understanding of the legislation related to providing safe work places and work practices.
- Demonstrated experience in providing excellent customer experiences.
- A valid Victorian driver's licence is essential.
- Satisfactory National Criminal History Check.

### Technology

- The incumbent must be proficient in Microsoft applications and have the capacity to effectively utilise workplace applications for administering customer requests and communication with team members.
- Demonstrated knowledge of current and new technology and techniques in the Horticultural industry and ability to implement changing work procedures as required.
- Utilise all required herbicides, insecticides, fungicides and other chemicals in accordance with safe handling procedures and practices.

### Interpersonal

- The incumbent must have excellent written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and various external parties.
- Proven ability to lead, motivate and liaise with staff and contractors to ensure successful resolution of conflict and achievement of objectives.
- Ability to prepare correspondence to ensure delivery of services and projects.

### Leadership/management:

- Demonstrated ability to lead and motivate staff and contractors, including those with extensive experience, in the delivery of appropriate and sustainable services.
- Proven capacity to work and lead within teams to build constructive working relationships.
- Ability to manage a variety of complex tasks concurrently and to gain cooperation and assistance from contractors, internal clients, members of the public and other staff members.

### Key Selection Criteria

- Certificate or Diploma in Horticulture or Landscape, or equivalent combined with extensive experience across relevant areas of horticulture, landscape or nursery.
- Demonstrated successful supervision of staff delivering municipal maintenance services in parks and open space areas.
- Demonstrated experience in all horticultural, landscape and nursery operational maintenance techniques and practices, and sound plant identification knowledge.
- Demonstrated understanding of the legislation related to providing safe work places and work practices.
- Demonstrated experience in providing excellent customer experiences.

### 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.	Site supervision and assistance with works programs	Daily	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Site supervision and assistance with works programs General office related tasks	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Site supervision and assistance with works programs	Daily	
<b>Standing</b> Tasks involve standing in an upright position	Site supervision General office related tasks	Daily	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Site supervision	Rare	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Site supervision and assistance with works programs	Daily	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Site supervision and assistance with works programs	Daily	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Site supervision and assistance with works programs	Daily	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	General office related tasks	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Satisfactory Vision</b>  Standard of vision required equal to that required for driver's licence			