Job title: **Gardens for Wildlife Officer**	
Classification: Band 4	**Effective Date**: August 2025
Reports to: Urban Greening Officer	**Tenure**: Permanent (Part time 0.2EFT)

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**

CREATe - Our Values and Behaviours:

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

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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

Whitehorse City Council works collaboratively with a committed team of volunteers to run our Gardens for Wildlife program. Our Gardens for Wildlife program plays a key role in supporting improvements to biodiversity across private land in the municipality and acts to build community capacity. As this role is one day per week, it is suited to a person who is studying ecology, conservation management, urban horticulture or a related discipline and is able to share the latest research in urban ecology with our volunteer team

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Key Responsibilities

Position Specific Responsibilities

Deliver a range of quality administrative services with a customer service focus including but not limited to:

- Act as the first point of contact for residents interested in participating in the Gardens for Wildlife program

- Maintain Council's Volunteer Management database (*Better Impact*) for Gardens for Wildlife, ensuring all volunteer records are up to date

- Maintain and regularly update the Excel database of Gardens for Wildlife visits

- Support Council's Urban Greening Officer in:

  o Providing timely information to residents and volunteers about scheduled garden visitsSupplying data and information for use in garden visits, reports and educational materials

- Schedule meetings and volunteer training sessions under the direction of the Urban Greening Officer, including:

  o Preparation of agendas, minutes

  o Follow up of action items

- Author seasonal newsletters to share urban ecology news and promote community engagement

- Attend select onsite garden visits to assist volunteers and draft garden reports.

- Participate in relevant training as it relates to the Gardens for Wildlife program or volunteer development.

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.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position is clearly defined with established procedures. Guidance is always available. Required to brief the Urban Greening Officer on all matters as they relate to volunteer engagement and support, community interaction and the ability to complete work within the required timelines.

Specialist Knowledge and Skills

Certificates/Licences and Experience:
- Previous experience in an administrative support role.
- Previous experience in the delivery of high quality customer service.
- Attention to detail.
- Satisfactory National Criminal History Check.

Qualifications and Experience

- Previous experience or knowledge of urban biodiversity and sustainability
- Previous experience working with and supporting volunteers.
- Basic flora and fauna identification skills

Technology:
- Excellent computer skills with the Microsoft Office suite, particularly Word, Excel and Outlook.
- Experience in managing databases.
- Ability to extract data from various systems to enable the production of reports.

Interpersonal Skills
- Excellent communication skills, both verbal and written in order to communicate effectively with Gardens for Wildlife clients, Council staff and volunteers and relevant community groups.
- Ability to relate to people from a variety of backgrounds and with varying levels of knowledge about the Gardens for Wildlife program.

Key Relationships:
Liaises with and maintains professional relationships with the Urban Greening Officer, Gardens for Wildlife volunteers, Council staff assisting in the delivery of the Gardens for Wildlife program, the broader Planning & Building team, residents and community groups.

Key Selection Criteria
- Previous experience in the delivery of high quality customer service in an administrative support role.
- Previous experience with or knowledge of urban biodiversity and basic flora and fauna identification skills.
- Excellent computer skills with the Microsoft Office suite, particularly Word, Excel and Outlook.
- Previous experience working with and supporting volunteers.
- Excellent communication skills, both verbal and written in order to communicate effectively with Gardens for Wildlife clients, Council staff and volunteers and relevant community groups.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms	Typing and collating educational materials	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position	Maybe required during garden visits or festivals	Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Required at garden visits	Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Maybe required during festivals	Occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	*Comments*
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.	Typing reports, newsletters and managing spreadsheets	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments:

This position would suit a student who is studying ecology, zoology or urban horticulture at a tertiary level, and is keen to share their learning with our volunteers.