

Job title: Horticultural Apprentice	
Classification: Apprentice	Effective Date: December 2024
Reports to: Team Leader Horticultural and Landscape Services	Tenure: Contract 3 Years

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.

Department Objective

The Parks and Natural Environment Team at Whitehorse City Council manages sites across Whitehorse. The team is made up of Open Space, Parks, Reserves and Facilities and we look after 450 public open space sites including Open spaces, sports fields (53 covering 68 hectares) and areas of natural environment.

Goal Statement

To provide high quality horticultural services within the City of Whitehorse in a safe and professional manner. This role contributes to the conservation, construction, maintenance and regeneration of horticultural and natural areas across the Whitehorse municipality.

Key Responsibilities

Position Specific Responsibilities

- Undertake a variety of tasks including pruning, lawn maintenance, garden bed maintenance, litter and waste removal and collection of sharps across relevant horticultural sites across Councils Open Spaces, Parks, Reserves, Sports Fields, and facilities, in a timely manner and to a high standard.
- You will assist the wider Parks and Natural Environment Team within the Horticultural and Landscape Services, Open Space and Park Assets, Arbor, Sports fields and Bushland teams on a rotation basis.
- Ensure that all work is delivered in accordance with Council Policies and Occupational Health & Safety Guidelines.
- Collaborate and work across multiple teams and departments to ensure services are delivered in a timely and seamless manner across all Council sites. The Parks and Natural Environment Department has diverse teams across Horticulture and Landscape Services, Nursery, Open Space, Park Assets, Arbor, Sports fields and Bushland. You will work collaboratively across our diverse teams which includes all staff, other apprentices, work experience students and casual employees.
- Provide quality customer service when interacting with members of the public, responding to queries and the sharing of information.
- Assist with priority works as per work rosters and rounds in required timeframes. This may include seasonal activity such as weeding, planting, grass maintenance, and weather events.
- Adequately maintain council assets, in both appearance and state of repair. Assets may include public equipment such as seats, benches, fences, borders etc....
- Reporting of vandalism and damage of Council Property.
- Actively participate as a member of the Parks & Natural Environment Team. Attend team meetings, respond to team requests, participate in team events, including 2-way feedback.

- Actively contribute to the further development and enhancement of the parks and gardens networks across Whitehorse Cit, by actively participating in cross team and council events and meetings.
- Participate in traffic management safety set up for works within carparks, median strips, roundabouts and traffic islands on main roads in line with code of practice.
- Undertake and complete relevant training and off-site education.

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.
- Reporting of any matters that may impact on the safety of all people in our community, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility:

This position has no direct reports, and will be required to buddy with other staff, apprentices, work experience students, or casuals and agency staff as required.

Judgement and Decision Making

- You will be able to follow direction from Coordinators, Team Leaders and Team Members and working alongside other staff to ensure program objectives are undertaken in a safe and professional manner.
- All schooling and training are to be undertaken and completed in a timely and satisfactory manner.
- You will use personal judgement to make in-field decisions required to perform your role within established and documented procedures. Advice and Supervision is always available.

Key Relationships

- You will liaise with numerous Coordinators, Team Leaders and staff at all levels throughout the Parks and Natural Environment Department and other Departments.
- The position will require the incumbent to attend and participate in all required training and education programs and complete to a satisfactory standard.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Interest and/or passion for horticulture.
- Relevant experience and/or enthusiasm for working in a team.
- Positive and proactive attitude
- Demonstrated understanding of safe workplace.
- Demonstrated experience in providing positive customer experiences.
- A valid Victorian driver's licence is highly desirable to effectively undertake the role, and a minimum Learners permit subject to age at employment will be expected.
- Satisfactory National Criminal History Check.

Technology

- You should be comfortable using Microsoft applications on smartphones and tablets to communicate effectively with team members and supervisors.

Interpersonal Skills

- Effective verbal and written communication skills are needed to interact with the public, team members, and council staff. Ability to resolve minor problems and know when to escalate/report.
- Ability to work in a team and as an individual with general supervision.

Key Selection Criteria

- Keen interest and passion for horticulture and/or outdoor work.
- Ability to work as part of a team and across different workgroups and locations across the Whitehorse municipality.
- Ability to follow instructions and communicate effectively with staff at all levels.
- Ability to provide quality customer services including contact with members of the public.

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.	Site supervision and assistance with works programs	Daily	
Hand/Arm Movement Tasks involve use of hand/arms	Site supervision and assistance with works programs General office related tasks	Daily	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Assistance with works programs including all horticultural maintenance tasks	Daily	
Standing Tasks involve standing in an upright position	Assistance with works programs including all horticultural maintenance tasks	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Some pruning requirements	Rare	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Assistance with works programs including all horticultural maintenance tasks	Daily	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Assistance with works programs including all horticultural maintenance tasks	Daily	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Assistance with works programs including all horticultural maintenance tasks	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Record Keeping Duties Tasks involve sitting and using a mobile device or computer or hard copy forms.	General writing, typing, data entry on a device etc	Daily	
Keyboard Duties Tasks involve sitting at workstation and using computer.	General office related tasks	Rare	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Assistance with works programs including all horticultural maintenance tasks	Daily	