

# TEAM LEADER – TOWNSCAPE SERVICES

DOCUMENT TYPE:	Position Description
POSITION:	Team Leader – Townscape Services
POSITION SUPERVISOR:	Townscape and Waste Service Coordinator
POSITION DIRECTORATE:	Operations
POSITION DEPARTMENT:	Works
POSITION TERM:	Permanent
POSITION STATUS:	Full time
POSITION AWARD CLASSIFICATION:	TLPGOM
POSITION DESCRIPTION VERSION NUMBER:	6
POSITION DESCRIPTION DATE ADOPTED:	November 2024
POSITION DESCRIPTION REVIEWED BY	Manager Works
INCUMBENT:	
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
<p><b>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</b></p> <p><b>This document is available in alternative formats (e.g. larger font) if requested.</b></p>	

## 1 POSITION OBJECTIVES

The position is required to coordinate the day to day activities of the Townscape and Waste services of the Works Department in line with Loddon Shire Policies and Procedures,

The position will:

- provide supervision monitor work performance of townscape and waste services staff
- manage staff including contractors engaged in townscape and waster services activities
- provide advice and expertise in horticultural related matters to management staff
- ensure excellence in the presentation of horticultural assets, while adhering to budgets
- effectively manage the day to day operation of councils landfill and transfer station sites

This position will also assist in the identification, prioritisation and programing and delivery of capital improvement works to Council's townscape and waste services assets.

## 2 KEY RESPONSIBILITIES AND DUTIES

### 2.1 Team Leader – Townscape Services

The incumbent must:

- coordinate works required to enhance the appearance of all Towns within the Shire, through well planned, appropriate and timely maintenance and enhancement activities
- support and assist staff in achieving horticultural excellence, operational planning and maintenance, as well as effective maintenance and presentation of reserves and open areas
- ensure all work is undertaken in accordance with required regulations and quality standards
- ensure that tree inspections and associated risk assessments are carried out
- ensure that appropriate maintenance is carried out on street and reserve trees
- ensure compliance with OH&S regulations of all staff and contractors
- monitor and control expenditure and prepare budget reports
- assist in the development of relevant policies and procedures
- regularly audit systems and procedures
- ensure strong and positive links are maintained with management and staff
- ensure staff safety, morale and efficiency is maintained
- set annual plans in place for service delivery
- assist in audits as directed.

### 2.2 Waste and Recycling Services

- effectively manage the day to day operation of Councils landfill and transfer station staff and sites
- ensure the working environment of the landfill and transfer station sites are kept in a manageable and tidy manner
- ensure compliance with OH&S regulations of all staff and contractors
- assist in the development of relevant policies and procedures
- ensure all work is undertaken in accordance with required regulations and quality standards
- regularly audit systems and procedures
- set annual plans in place for service delivery including ongoing monitoring of litter control
- conduct EPA risk assessments

### 2.3 Other duties

The incumbent will perform other duties as directed by the Works Coordinator in accordance with resource needs of the Works Department; these include but are not limited to:

- working with the Coordinator to ensure team meetings are conducted in an appropriate manner
- completing other duties in accordance with the resource needs of the Works Department including after hours coordination.

## 3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is required to be:

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- responsible for the day to day supervision of the Townscape and waste services Team ensuring that all projects and programs they are delivered in accordance with schedules developed by the Manager Works and Coordinator a giving due consideration to Loddon Shire Plans, Policies and Procedures
- accountable for the quality, timeliness and cost of work programs, projects or work plans assigned to the Townscape and Waste services staff
- accountable for the safety and security of the assets assigned to the Loddon Townscape and Waste services staff
- ensuring all employees under direction are trained in safe working practices including the safe operation of equipment and all OH&S Policies and Procedures
- authorised to secure resources within approved guidelines
- responsible for monitoring, reporting and recording staff performance issues and misconduct by providing coaching and initiating formal performance management processes in accordance with Loddon Shire Policies and Procedures.

### 4 JUDGEMENT AND DECISION MAKING

The incumbent will understand that:

- ability to follow objectives of the Works Department ensuring projects are delivered in accordance with Loddon Shire Plans, Policies and Procedures and direction of the Manager Works
- ability to select appropriate methods, technologies, process or equipment in order to meet set objectives
- ability to solve problems by implementing problem solving strategies using Loddon Shire Procedures and industry guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

### 5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent must have:

- demonstrated knowledge of contemporary Horticultural practices
- ability to identify and recognise a wide range of indigenous flora and weed species of the local region
- knowledge of various weed control techniques and their appropriate applications
- knowledge in the practical management of conservation reserves, remnant vegetation areas, and habitat creation
- experience in modern tree planting procedures.
- demonstrated knowledge and understanding of the relevant technologies, procedures and processes used in the work team
- an understanding of Council functions and their role within the community
- an understanding of the long-term goals of the unit, as well as an understanding of the long-term goals of Council
- demonstrated knowledge of budgeting and costing
- demonstrated staff supervision and development skills
- detailed understanding of relevant OH&S practices and procedures
- competency in computer and other electronic device operation and use, Microsoft Office products along with electronic work order and customer request system
- ability to liaise with all sections of the Loddon Shire Council.

## 6 MANAGEMENT SKILLS

The incumbent must have:

- ability to plan and organise work, manage time effectively following objectives and priorities while meeting deadlines
- ability to communicate and gain cooperation from other members of staff, contractors, public authorities and the public
- ability to implement appropriate human resource practices to ensure works are completed in accordance with appropriate legislation and that continuous improvement can be maintained within team
- ability to maintain effective communication between management and team
- ability to maintain detailed documentation and appropriate administration of projects and contracts.

## 7 INTERPERSONAL SKILLS

The incumbent must have:

- demonstrated ability to lead and mentor staff
- ability to communicate effectively with both internal and external clients
- ability to prepare concise written technical reports, memoranda and general correspondence
- promote Loddon Shire's objectives
- ability to resolve conflict.

## 8 EXPERIENCE

The incumbent must have:

- extensive relevant experience in the field
- experience in leading and motivating a team to meet objectives following set plans, policies and procedures taking conflicting priorities into account

## 9 QUALIFICATIONS

Qualification	Mandatory or Desirable
National recognised tertiary qualification in Horticulture or relevant discipline	Desirable
A current Victorian Drivers Licence.	Mandatory

## 10 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

## 11 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

## 12 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	<ul style="list-style-type: none"> <li>• Townscape and Waste Services Coordinator</li> <li>• Manager Works</li> </ul>
Supervisors	<ul style="list-style-type: none"> <li>• Townscape Services Staff</li> <li>• Waste Services Staff</li> <li>• Contractors</li> </ul>
Internal liaisons	<ul style="list-style-type: none"> <li>• Team Leaders</li> <li>• All Council staff</li> </ul>
External liaisons	<ul style="list-style-type: none"> <li>• State Government bodies</li> <li>• Residents</li> <li>• Clients</li> <li>• Community groups</li> <li>• Private enterprise</li> <li>• Other municipalities</li> </ul>

## 13 KEY SELECTION CRITERIA

The key selection criteria for this position are:

1. national recognised tertiary qualifications in Horticulture or relevant discipline or extensive relevant experience in the field
2. proven ability to lead and motivate teams to deliver set objectives following organisational policies and procedures
3. demonstrated experience monitoring, reporting and recording feedback to staff on performance and misconduct issues
4. proven ability to communicate with staff and community members resolving issues and providing feedback that adheres to set plans, guidelines, policies and procedures
5. demonstrated extensive experience along with knowledge of equipment and practices employed in parks and gardens maintenance
6. a detailed understanding of OH&S practice relating to public amenity and horticulture
7. sound administrative skills and knowledge of planning workloads and tracking costs along with the ability to use Microsoft Office products as well as work order and customer request systems
8. current Victorian Drivers Licence.

## 14 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

## 15 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

### 15.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff and Contractors' Code of Conduct.

### 15.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

### 15.3 Occupational Health and Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems

### 15.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system

### 15.5 Staff and Contractors Code of Conduct

The Staff and Contractors Code of Conduct applies to all employees and contractors of the Loddon Shire Council. All staff must:

- adhere to the Staff and Contractors Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles

## 15.6 Privacy

The Loddon Shire is committed to complying with the Information Privacy Act and the Health Records Act. All employees are required to:

- adhere to the Information Privacy Act and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction

## 15.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

## 15.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment.

## 15.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

## 15.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.



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## 16 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name: (Please print).....

Incumbent's signature: ..... Date: .....

Manager's signature: .....

Manager's title: ..... Date: .....