

Position Description

Position Title	TEAM LEADER SPORTSGROUND
Directorate	City Futures
Department/Business Unit	Parks Services
Team	Active Parks
Classification	Band 6
Date	May 2025
Reports to:	Coordinator Active Parks
Supervises:	Crew Leader Turf Wickets Turf Wicket Curator, Plant Operators Sportsgrounds, Turf Wicket Apprentices.
Internal Liaison:	Parks Team Leaders, Parks Coordinators, Parks staff, Sports and Recreation, Open Space Projects and other Council staff
External Liaison:	General public, sporting clubs, contractors, suppliers, service authorities, industry groups.

Position Objectives

The Team Leader Sportsgrounds will oversee day to day operational maintenance and the delivery of a range of turf maintenance programs across City of Greater Dandenong's sportsgrounds and recreational reserves.

The Team Leader Sportsgrounds is required to contribute to the planning, development of maintenance programs and undertake procurement and project administration. They will be accountable for the quality of fine turf surfaces throughout City of Greater Dandenong's sportsgrounds and reserves and will be required to provide advice to Coordinator Active Parks on broader turf management. The position will oversee Council's internal turf wicket curators and sportsground mowing crew.

Providing ongoing support to the Coordinator Active Parks, the incumbent will have a strong focus on customer service and leading the triaging of customer requests. They will assist in the planning and procurement of programmed works across Sportsgrounds, ensuring all works are delivered efficiently and to a high standard.

The Team Leader Sportsgrounds may be required to undertake manual handling tasks out in the field on an ad hoc basis.

Key Selection Criteria

The following qualifications and experience are required for the position:

- Tertiary qualification in Turf Management
- Several years' experience working in local government or a similar environment.
- Experience in contract management
- Demonstrated experience supervising sportsground management functions.
- Demonstrated comprehensive knowledge of open space maintenance programs, with high level and problem-solving skills with the capacity to inspire and support innovative thinking.
- Knowledge and skills in contemporary management practices, staff management, performance management, staff development, change management and business excellence.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, liaison, advocacy, facilitation skills, as well as excellence in customer service delivery.
- Demonstrated capacity to effectively manage time, establish priorities, and achieve business and team objectives, despite conflicting pressures.
- Demonstrated Intermediate to Advanced PC literacy, incorporating MS Office applications.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Functional Responsibilities	- Support the Coordinator Active Parks to lead, motivate and develop team members. - Work with and support the Crew Leader Turf Wickets in overseeing the delivery of the Sportsground Mowing Services in line with agreed standards. - Coordinate and manage renovation works for Sportsgrounds to ensure all programs are delivered on time, on budget and to the agreed outcomes. - Work with and support the Crew Leader Turf Wickets to ensure workload across programmed and reactive works is manageable. - Manage, program and troubleshoot Councils Central Control Irrigation system across all sportsgrounds throughout the municipality. - Lead triaging of customer requests, programming these works amongst scheduled works to ensure customer responsiveness whilst maintaining high quality outcomes. - Undertake and document regular audits to ensure the crew and contractors to ensure they are safe and compliant with Councils OH&S responsibilities and to ensure quality of sportsgrounds and reserves remain excellent. - Assist with the preparation of annual operational budgets and monitor progress against budget by preparing regular reports on expenditure. - Be available for ad-hoc emergency call outs, including after-hours irrigation failures and security attendance.
Staff and Organisational Leadership	- Assist the Coordinator to provide guidance, motivate and develop members of the Sportsgrounds team. - Coordinate the work programs of the staff that report to the position. - Coach, mentor and model behaviours to guide the professional development of other staff.
Relationship Management	- Develop and maintain positive relationships with key internal and external customers to deliver outcomes aligned to the departmental and organisation objectives. - Develop and maintain a culture within the team of working across the Unit in delivering high quality sportsgrounds and reserves reporting issues and checking in with others. - Liaise with Coordinators regarding the condition of Council facilities and open spaces (unsuitable or dangerous conditions) using a risk management approach.
Continuous Improvement Innovation	- Contribute to the development of processes to enhance service delivery based upon a continuous improvement philosophy. - Support the identification of opportunities and implement outcomes for innovation through program delivery, partnerships and processes/procedures. - Ensure sustainable and best practice approach to contemporary sportsground and turf management. - Produce regular ground condition audits and reports for all of Councils sportsgrounds and high-profile reserves - Ensure Council and its contractors are compliant with current OH&S and work safe practices

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives. People managers have additional responsibilities to: - Develop, implement, promote and review Council's OHS management system within their area of responsibility. - Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. - Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. - Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	- Understand obligations and act in an appropriate manner with and around children - Promote positive work practices with children - Establish boundaries around acceptable and unacceptable behaviour in relation to children - Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. - At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Functional Responsibilities under position specific responsibilities & skills.)

Vision and Hearing Requirements

- ☒ This position requires a vision test
- ☒ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		☐	☐	☐	☒
Team based work – <i>works in a team of people and not exposed to isolation</i>		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		☐	☐	☐	☒
Concentrating – <i>high levels of concentration required while completing required tasks</i>		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☐	☒
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☐	☒
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☐	☒
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☐	☒

Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Kneeling – To lower the body					
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☐	☒	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☐	☒	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☐	☒	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☐	☒	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The incumbent is financially responsible for:

- Financial transactions up to \$20,000.

The incumbent is responsible and accountable for:

- Supporting the Sportsgrounds Team to deliver high quality, beautiful, safe and welcoming open spaces.
- The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives.

- Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

Judgement and Decision-Making Skills

The incumbent is accountable for:

- Assisting the Coordinator to ensure staff and contractors are operating safely and delivering the required services, mainly through undertaking compliance audits.
- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice is available from the Coordinator Active Parks.

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Contemporary Sports Turf management practices.
- Strong knowledge in irrigation programming and management
- IT systems including mobile work scheduling technology.
- An understanding of the long-term goals of the Sportsgrounds team and the wider open spaces and of the relevant policies.
- Knowledge in developing, monitoring and reporting on budgets and participate in financial decision-making within the Department.
- Basic Project Management skills.
- Understanding of contract management.

Management skills & Interpersonal Skills

The following management skills are required to be utilised:

- Ability to manage time, set priorities and plan and organise one's own work and in appropriate circumstances that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Contractor management (including OH&S).
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees' development.
- Strong verbal and written communication skills.
- Conflict resolution skills.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees
- Communicate effectively, provide a high level of customer service at all times, deliver all correspondence in a professional manner and balance the needs of a variety of stakeholders whilst role modelling organisational values.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix

Core Capability Framework – People Leaders

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear
- Responds appropriately to client/customer requests and/or complaints

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within her/his control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

