

Position Description

| Position Title | Crew Leader Reserve Response |
|--------------------------|--|
| Directorate | City Futures |
| Department/Business Unit | Parks Services |
| Team | Active Parks |
| Classification | Band 4 |
| Date | May 2025 |
| Reports to: | Team Leader Parks Infrastructure |
| Supervises: | Reserve Response Officers |
| Internal Liaison: | Parks Team Leaders, Parks staff, Parks Service Coordinators, other council staff |
| External Liaison: | General public, contractors, suppliers, service authorities, industry groups. |

Position Objectives

The Reserve Response Crew Leader is a hands-on leadership role responsible for overseeing and guiding a team in reserve asset condition inspections, routine, proactive and reactive maintenance tasks to ensure Council's Open Space assets are well-maintained, clean, safe, and compliant with manufacturer guidelines and best practice maintenance standards.

This role requires strong leadership skills, self-motivation, and a commitment to high-quality work both individually and as part of a team. Additionally, the role involves assisting the broader team with allocating resources to provide surge capacity in response to seasonal demand across the Parks Services.

Key Selection Criteria

The following qualifications and experience are required for the position:

- Trade Certificate or equivalent and demonstrated experience in maintaining open space assets, including but not limited to; garden maintenance, building/construction maintenance, sports turf maintenance and general landscaping.
- Experience in the use of different types of plant equipment – Backhoes, Mowers, Tractors
- Experience in using a range of hand and power tools.

Expertise and several years of subsequent relevant experience, including:

- Demonstrated experience supervising horticulture and open spaces functions.
- Demonstrated knowledge of open space maintenance programs, with analytical and problem-solving skills and support innovative thinking.
- Knowledge and skills in contemporary management practices, staff management.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening as well as excellence in customer service delivery.
- Demonstrated capacity to effectively manage time, establish priorities, and achieve team objectives, despite conflicting pressures.
- Demonstrated Intermediate 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 | <ul style="list-style-type: none"> Lead a small team to ensure that Council reserve assets are well maintained, clean, safe, and accessible for community use. Coordinate and execute essential maintenance tasks, including inspections, minor parks infrastructure repairs, mowing, weed spraying, and general landscaping and horticultural maintenance. Work closely with the Team Leader Parks Infrastructure in developing and implementing effective service programs for the Reserve Response Team and broader Parks Services to ensure all areas of service delivery are effectively resourced. Work closely with the Team Leader Parks Infrastructure to manage the scheduling of programmed works and customer requests, ensuring all tasks are completed promptly and reported accurately. Contribute to strategic planning sessions within the Active Parks Team, collaborating with internal stakeholders to achieve optimal outcomes for Councils parks and reserves and open spaces. Assist with minor project management planning and execution as well as assist in contractor auditing as required. |
| Staff and Organisational Leadership | <ul style="list-style-type: none"> Provide on-the-job training and coaching to the Team to continually improve their skills and knowledge to increase their competence and work performance. Guide, motivate and develop members of the Reserve Response Team, whilst modelling behaviours which support the professional development of the other staff. |
| Relationship Management | <ul style="list-style-type: none"> Foster positive relationships with key stakeholders, both internal and external customers. Collaborate effectively with internal teams to ensure seamless coordination and delivery of services that meet Council and community expectations. Share skills and knowledge to enhance collaboration and teamwork among staff members. Promote a supportive, respectful and encouraging team culture that promotes staff initiative and professional development opportunities. |
| Continuous Improvement Innovation | <ul style="list-style-type: none"> Contribute to the development of processes, programs and schedules to enhance service delivery. Support the identification of opportunities for innovation in program delivery and processes/procedures. Ensure best practice approach to Parks asset maintenance management. |

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 | <ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required |
| Occupational Health and Safety | <p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> 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. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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.

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 – 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 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Team based work – works in a team of people and not exposed to isolation | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Communicating with others – Verbally | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Communicating with others - Written | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Concentrating – high levels of concentration required while completing required tasks | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Planning and sequencing tasks and activities | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Decision making – required to exercise sound decision making while completing all aspects of the position | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Judgement – required to exercise sound judgement while completing all aspects of the position within | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| Cognitive Requirements | Task details (typical tasks) | Frequency (% of the working day) | | | |
|---|---------------------------------|----------------------------------|--------------------------|--------------------------|-------------------------------------|
| | | Rare/ Never | Occasional 0 – 33% | Frequent 34 – 66% | Constant >66% |
| <i>defined scope</i> | | | | | |
| Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 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 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Standing – standing in an upright position, moving less than 3 steps | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Walking – In an upright position, moving more than 3 steps | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Crawling – Move on the hands & knees or by dragging the body close to the ground | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-manual handling | | | | | |
| Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kneeling – To lower the body | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reaching – Extending arms out in any direction | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Physical Requirements | Task detail | Frequency (% of the working day) | | | |
|--|-------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| | | Rare Never | Occasional 0 – 33% | Frequent 34 – 66% | Constant >66% |
| Writing/typing | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Climb ladders | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climb or descend stairs | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low level work – <i>Performing manual handling actions at or near ground level</i> | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Manual Handling | | | | | |
| Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i> | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i> | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i> | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weight requirements – lift, carry, push, pull or hold | | | | | |
| 1-5kg | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.1 – 10kg | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10.1 – 15kg | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15.1 – 20kg | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift floor to hip | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift waist to shoulder | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift overhead | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pushing/pulling | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

The incumbent is financially responsible and accountable for:

- Financial transactions up to \$2,500 within the Active parks team.

The incumbent is responsible and accountable for:

- Supporting the Active Parks team to deliver high quality, beautiful, safe and welcoming open spaces.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are limited to the Parks Infrastructure team and individual jobs or clients.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Assisting the Team Leader Parks Infrastructure 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.
- The position requires identification of resources to meet objectives
- Guidance is always available within the time required to make a choice

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- General open space asset maintenance management practices, including knowledge of how to use power and hand tools and operate a range of mechanical plant and equipment competently and safely
- General understanding of a range of maintenance activities and general trade skills.
- Ability to read plans and technical drawings.
- Knowledge of workload / roster scheduling
- Familiarity of IT systems including mobile work scheduling technology.
- An understanding of the function of Parks Infrastructure Team within the Parks Services Unit including relevant regulations and an understanding of the goals of the department.

Management and Interpersonal skills

The essential position requirements include:

- Ability to plan their work and forecast at least a week in advance with the capability to reshuffle or alternate works if needed
- Contractor engagement, both engagement and procurement.
- Staff engagement and knowledge of operation and works management systems.
- Aid other employees in their tasks where required.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees' development.
- Demonstrated organisation and administration skills.
- Injury management and return to work program assistance for affected team members.
- Strong verbal and written communication skills including problem-solving skills
- Ability to gain co-operation and assistance from clients, members of the public and other employees

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.

