

Position Description

Position Title	Reserves Response Officer
Directorate	City Futures
Department/Business Unit	Parks Services
Team	Active Parks
Classification	Band 3
Date	May 2025
Reports to:	Crew Leader Reserve Response
Supervises:	Nil
Internal Liaison:	Parks Crew Leaders, Parks staff, Parks Team Leaders, other council staff
External Liaison:	General public, contractors, suppliers, service authorities, industry groups

Position Objectives

The Reserves Response Officer is responsible for performing routine, proactive and reactive maintenance tasks to ensure Council's active parks assets are well maintained, clean, safe, and presented to a high standard.

Working as part of a small team, this practical, hands on role requires the incumbent to have a good understanding and experience in the use of power tools, hand tools, plant and equipment, as well as general maintenance and asset management practices.

The incumbent should be self-motivated and ensure the quality, quantity and timeliness of their work performance both individually and when working in a team environment.

Key Selection Criteria

The following qualifications and experience are required for the position:

- Trade Certificate or equivalent.
- Demonstrated experience in maintaining parks and open space assets.
- Experience in the use of different types of plant equipment – Backhoes, Mowers, Tractors.
- Experience in using a range of hand and power tools.
- A minimum manual MR Licence preferred.
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, liaison, along with excellence in customer service delivery.

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	• Inspect Council's open spaces to ensure Council assets are well maintained, clean, safe, and usable for community use. • Perform key maintenance tasks including inspections, minor parks infrastructure repairs, mowing, weed spraying, and general landscaping and horticultural maintenance. • Carry out maintenance repairs including the installation and removal of specific items to Open Space Reserves and recreation areas, such as furniture, walking paths, playgrounds, park fencing, access gates, rubbish bins, and hardcourt surface areas etc. • Assist in the delivery of small projects. • Assist with asset condition audits • Inspect and undertake necessary maintenance of customer requests, ensuring that requests are actioned and completed promptly. • Collaborate with multiple teams within the Parks Service Unit to provide assistance as required to ensure all areas of service delivery are effectively resourced. • Follow the direction of the Reserves Response Crew Leader to ensure that programmed and reactive works are completed and reported promptly. • Document and record accurate maintenance records through Council systems. • Ensure that maintenance practices are consistent in meeting agreed standards or documented industry standards.
Relationship Management	• Maintain positive relationships with key stakeholders, both internal and external customers. • Regularly communicate with the Reserves Response Crew Leader and team to provide updates and gather feedback. • Collaborate with internal teams to ensure seamless coordination and delivery of services that meet Council and community expectations. • Share skills and knowledge to enhance staff collaboration and teamwork.
Continuous Improvement Innovation	• Support the identification of opportunities for innovation in program delivery and processes/procedures. • Ensure a 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	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and	All employees have responsibilities to:

Safety	- 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.
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.

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</i>		☐	☐	☐	☒

<i>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 – works in a team of people and not exposed to isolation		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
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

- ☒ A task analysis exists because this position requires 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 – <i>stay in a seated position</i>	In vehicles	☐	☒	☐	☐
Standing – <i>standing in an upright position, moving less than 3 steps</i>		☐	☐	☒	☐
Walking – <i>In an upright position, moving more than 3 steps</i>	Mowing, brush-cutting, inspecting, hopper	☐	☐	☒	☐
Crawling – <i>Move on the hands & knees or by dragging the body close to the ground</i>		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – <i>To lower the body by bending forward from legs and spine, buttocks on or near the heels</i>	To inspect task/environment	☐	☒	☐	☐
Kneeling – <i>To lower the body</i>	To inspect task/environment	☐	☒	☐	☐
Bending – <i>To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds</i>	To gain view of task- brushcutting, mowing, inspecting	☐	☒	☐	☐
Reaching – <i>Extending arms out in any direction</i>	Brushcutting, mowing-sustained, raking	☐	☐	☒	☐
Twisting/trunk rotation – <i>Rotating the body to one side or the other without moving the feet</i>	To gain view of task- brushcutting, mowing, inspecting	☐	☐	☒	☐
Fine manipulation/pinch grip – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>	As needed	☐	☒	☐	☐
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Strong grips sustained bilateral-variety of tools/plant	☐	☒	☐	☐
Writing/typing	As needed - admin	☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs	As required on job site	☐	☒	☐	☐
Low level work – <i>Performing manual handling actions at or near ground level</i>		☒	☐	☐	☐
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>	20kg approx. fertiliser, chemicals	☐	☒	☐	☐
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>	Brushcutting, mowing-sustained, raking	☐	☒	☐	☐
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>	Approx. 20kg.f	☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Weight requirements – lift, carry, push, pull or hold					
1-5kg	Bags of fertiliser, chemicals, branches	☐	☒	☐	☐
5.1 – 10kg	Bags of fertiliser, chemicals, trees	☐	☒	☐	☐
10.1 – 15kg	Bags of fertiliser, chemicals, trees	☐	☒	☐	☐
15.1 – 20kg	Bags of fertiliser, chemicals, trees	☐	☒	☐	☐
Lift floor to hip	Bags of fertiliser, chemicals, trees	☐	☒	☐	☐
Lift waist to shoulder	As needed on job	☐	☒	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling	Mower, wheelbarrow	☐	☒	☐	☐

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:

- Nil

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

- Supporting the Active Parks team to deliver high quality, beautiful, safe and welcoming open spaces.
- Ensuring that the quantity and timeliness of work performed meets specific guidelines and are within the available resources.
- Working under the general supervision of the Reserves Response Crew Leader.
- Complying with all Council Policies and Procedures.

Judgement and Decision-Making Skills

The incumbent is accountable for:

- This position requires personal judgement.
- The nature of work is usually specialised with well understood and clearly documented procedures.
- The particular tasks to be performed will involve selecting from a range of techniques, systems, equipment, methods or processes.

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.
- Basic knowledge on the use of mobile technology devices, including iPads, mobile phones, desktop or laptop computers.

Management skills & Interpersonal Skills

The following management skills are required to be utilised:

- Accountable for the quality, quantity and timeliness of their own work.
- Skills in oral and written communication with clients, other employees, and members of the public and in the resolution of minor problems.
- Good understanding of dealing with customers.
- Ability to adapt and adjust to changing circumstances, priorities and perspectives.

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 – Team Members

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.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

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.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

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.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

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

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

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

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

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

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

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 their 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

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

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.

