

# POSITION DESCRIPTION

## WEST BEACH PARKS

### Position Description

## GROUNDS & FACILITIES TEAM MEMBER

### POSITION

<b>Position Title:</b>	Grounds and Facilities Team Member
<b>Department:</b>	Operations
<b>Responsible To:</b>	Precinct Superintendent
<b>Classification Level:</b>	3

### POSITION PURPOSE

<b>Primary Purpose of Role:</b>	Our Grounds and Facilities Team Members maintain the grounds and facilities to agreed standards for appearance, including relevant sporting and competition standards and/or other needs that support pleasurable and memorable experiences for sporting, leisure, recreation and tourist accommodation user purposes. Facilities and grounds include areas such as turf, landscapes, pavements, playgrounds, barbecues, park furniture, swimming areas, buildings, structures etc. across the reserves and accommodation areas.
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## ABOUT WEST BEACH PARKS

### Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

### Our Purpose:

To care for and enhance West Beach Parks for current and future generations

### Strategic Priorities:



**Our Destination:** *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



**Our Community:** *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



**Our Environment:** *We will ensure that environmental sustainability is at the heart of everything we do*



#### Our People, Our Business

*We will invest in our people and our business, and ensure long-term financial sustainability*

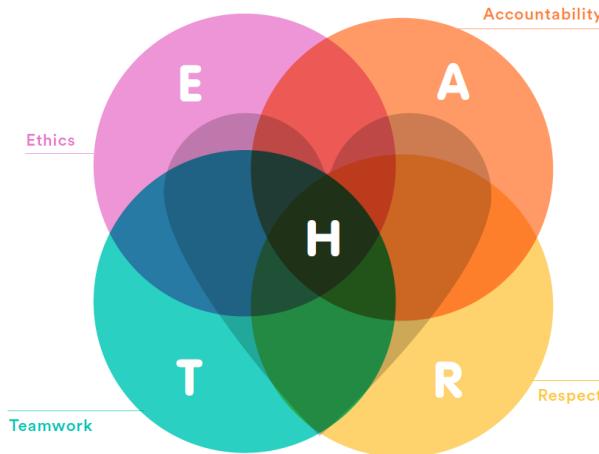


## Our Values

# HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



### ETHICS

*We do the right thing*

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

### ACCOUNTABILITY

*We own our actions and behave responsibly*

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

### RESPECT

*For our visitors, each other and our environment*

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

### TEAMWORK

*We work together to create and deliver a great visitor experience*

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



## POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
<b>Maintenance</b>	<ul style="list-style-type: none"><li>Monitor and maintain/present turf, landscapes, irrigation systems, pathways, roads, playgrounds, amenities blocks, and buildings to an agreed control and continuous improvement system that includes agreed standards for setting, monitoring and enhancing work quality, quantity, time and cost.</li><li>Set up and operate machinery including mowers, whipper snippers, lawn edger's, vehicles, spray units, hand tools and horticulture/turf implements to agreed control system operating policies, performance standards, procedures and work instructions.</li><li>Ensure all work is carried out efficiently, accurately and to the required standard.</li><li>Ensure all work complies with relevant laws, legislation, regulations, standards and codes.</li><li>Ensure all paperwork is completed accurately, in a timely fashion and to the required standard.</li><li>Ensure all policies and procedures are strictly adhered to at all times.</li><li>Any other task, as directed by the Precinct Superintendent or Grounds Team Leader.</li></ul>	<ul style="list-style-type: none"><li>Customer satisfaction.</li><li>All work is carried out efficiently, accurately, safely and to the required standard.</li><li>All work conducted complies with relevant laws, legislation, regulations, standards and codes.</li><li>Equipment, machinery and tools are operated and used in an efficient and safe manner.</li><li>Paperwork is completed accurately, to the required standard and in a timely fashion.</li></ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"><li>Maintain records and prepare information including timecards and report on performance and activities to agreed standards for completeness, accuracy, reliability and timeliness.</li><li>Contribute individually or as part of a team to projects, facilities and operational planning or continuous improvement initiatives to enhance facilities and grounds for user/customer enjoyment.</li><li>Actively participate in designing performance standards, activities, tasks, procedures, training and other skill and knowledge improvement activities as requested by West Beach Parks.</li></ul>	<ul style="list-style-type: none"><li>Records and reports in a timely and accurate manner.</li><li>Problems or potential problems identified, and timely, adequate corrective action is taken.</li><li>Personal work practices promote teamwork and unity.</li></ul>
<b>Customer Service</b>	<ul style="list-style-type: none"><li>Assist and respond to external and internal customer requests and comments in a courteous manner and follow up with remedial action where applicable.</li><li>Ensure the West Beach Parks Customer Service Charter is delivered, and behaviours reflect the non-negotiable actions.</li></ul>	<ul style="list-style-type: none"><li>100% delivery of Customer Service Charter.</li><li>Positive customer satisfaction.</li><li>Consistent behaviour demonstrated as per Customer Service Charter.</li></ul>



Key Result Areas	Responsibilities	Measures
<b>Work, Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Perform all activities, tasks and procedures safely and productively using resources such as equipment, materials and chemicals with minimal waste and extravagance.</li> <li>▪ Ensure all chemicals, fuels and lubricants are safely handled and stored in accordance with supplier recommendations and WHS requirements.</li> <li>▪ Ensure the facilities are provided in a safe and functional condition by undertaking regular checks, maintaining check lists, documentation and reporting all potential risks.</li> <li>▪ Take reasonable care for own health and safety and that of others whilst at work.</li> <li>▪ Promote health and safety awareness by setting a good example.</li> <li>▪ Comply with all WBP WHS policies, procedures, work instructions, guidelines etc.</li> <li>▪ Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others.</li> <li>▪ Not perform any procedure or task unless you have received appropriate training and instruction.</li> <li>▪ Use safety devices and protective equipment correctly and in accordance with procedures/work instructions.</li> <li>▪ Report potential and actual hazards.</li> <li>▪ Report any near miss, accident or injury you sustain at work or outside of work.</li> <li>▪ Keep work areas in a safe condition, ensure good housekeeping and safe access and egress.</li> <li>▪ Participate in consultation regarding WHS.</li> <li>▪ Complete all required WHS training.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Nil recorded avoidable safety issues.</li> <li>▪ Demonstrates safe work practices.</li> <li>▪ Policies, procedures and work instructions compliance.</li> <li>▪ All WHS training completed by the required deadline.</li> <li>▪ Correct use of all safety devices and protective equipment.</li> <li>▪ Correct reporting system is used to report potential and actual hazards.</li> <li>▪ Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work.</li> <li>▪ Participates in keeping work areas in a safe condition, good housekeeping and safe access and egress.</li> </ul>



## POSITION COMPETENCY

Area	Measures
<b>Customer Experience</b>	I demonstrate the ability to communicate in a customer focused manner, understand the customers' needs, and ensure they are met in line with WBP Customer Experience (CX) Promise: <ul style="list-style-type: none"><li>- Honest, reliable and authentic.</li><li>- People are not numbers.</li><li>- Listen and act.</li><li>- Go above and beyond.</li><li>- Make it easy.</li><li>- Communicate, communicate, communicate.</li></ul>
<b>Achievement Orientation</b>	I enjoy achieving required results for all tasks. I approach new challenges with a confident "can do" attitude. I guide my own actions and approaches to task achievement. I show pride when standards are met. I prioritise and adhere to agreed timings.
<b>Continuous Improvement</b>	I demonstrate the ability to maintain effective processes and systems with a commitment to continuous improvement.



## POSITION SELECTION CRITERIA

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Type	Description	Criteria
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>▪ Recognised trade qualification in turf management or equivalent.</li><li>▪ Current driver's licence.</li><li>▪ Police clearance.</li></ul>	Essential
<b>Experience:</b>	<ul style="list-style-type: none"><li>▪ Significant experience in turf management and/or horticulture.</li></ul>	Essential
<b>Technical knowledge:</b>	<ul style="list-style-type: none"><li>▪ Knowledge of standards for the appearance and functionality of accommodation facilities and grounds to meet industry, regulatory standards, guest needs and expectations.</li><li>▪ Demonstrated ability to work to an agreed quality/control system which includes compliance with performance standards, policies, procedures and work instructions.</li><li>▪ Significant knowledge of trade principles and practices and effective interpretation of complex instructions in carrying out activities and tasks.</li><li>▪ Exercising of sound judgment in the selection of a range of tools, equipment methods or processes to complete tasks.</li><li>▪ Use of initiative and creativity to anticipate risks and problems and proactively provide or implement solutions.</li><li>▪ Practical knowledge of work, health and safety and its application in a variety of situations.</li><li>▪ Ability to work in a positive, cooperative and productive team environment including treating others with respect.</li></ul>	Essential
<b>Licences</b>	<ul style="list-style-type: none"><li>▪ Experience with operation of front-end loader, small excavators, etc.</li><li>▪ Experience with operating chainsaws.</li><li>▪ Experience operating a forklift.</li></ul>	Desirable



## POSITION RESOURCES & BUDGET

<b>No. of Staff Reporting to Position:</b>	Nil
<b>Financial Delegation (\$):</b>	\$0
<b>Special Conditions:</b>	A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements. May be required to work overtime. Uniform will be provided and is to be worn whilst on duty.

## POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	