

Role Description

Technical Officer Open Space and Recreation



Title	Technical Officer Open Space and Recreation
Classification/Grade/Band	Band 2 Level 2
Group/Unit/Section	Community and Recreation Services/ Open Space and Recreation/ Sports Facilities and Roadside Vegetation Maintenance
Reports to	Team Leader Sports Facilities or Roadside Vegetation Management

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Technical Officer Open Space and Recreation is responsible for resolving customer service issues and providing technical support to maintain service delivery of Council's Sport Facilities, Parks and Reserves and Roadside Vegetation assets.

The position of Technical Officer Open Space and Recreation is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Provides technical support to the Unit's Team Leaders in the resolution of often ill-defined service issues for functional areas as allocated;



- Ensures positive customer engagement responding to customers in a timely manner via verbal or written communication. This may include but not limited to face-to-face contact, telephone conversations, preparation of letters and emails;
- Inspects, investigates, reports, corresponds, programmes and estimates costs in relation to Open Space and Recreation issues;
- Collaborate with stakeholders in regards to planning and delivery of asset maintenance, projects and investigations;
- Monitor progress and completion status of customer requests and update Council information systems including the Maintenance Management System, customer relationship system and document management systems;
- Coordinate multiple projects and manage contractors including the setting of work priorities, site inductions, contract administration and monitoring of progress and outputs;
- Preparation of environmental assessments and approvals;
- Relieve in Open Space and Recreation Team Leader roles as required;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but Technical Officer Open Space and Recreation is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the section or from a specific project team;



- The work of the Technical Officer Open Space and Recreation influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Technical Officer Open Space and Recreation complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Identifies requirements as an input to budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.



Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate III qualification in Horticultural discipline
- Valid Construction General Induction card- NSW WorkCover or equivalent;
- Current C Class Drivers Licence;



- AQF3 Chemical Accreditation.

Desirable

- Certificate IV in Horticultural discipline;
- AQF4 Chemical Risk Management;
- Diploma of Project Management or similar relevant field;
- Current Traffic Controller, Implement Traffic Control Plans, and Prepare a Workzone Traffic Management Plan qualification (Safework NSW Traffic Control Work Training (TCWT) Card).

EXPERIENCE

- Demonstrated experience in the delivery of Open Space and Recreation related works;
- Demonstrated solid contemporary experience in the delivery of effective and efficient maintenance outcomes for sports, parks and reserves facilities, combined with ongoing professional development;
- Proven ability to interpret legislation and regulations and develop or revise procedures to comply with these requirements;
- Demonstrated experience in managing projects;
- Demonstrated experience in delivering high quality customer service to improve business performance;
- Proven ability to communicate effectively, both written and oral with the ability to lead and motivate others;
- Proven ability to demonstrate time management skills with the ability to independently assess and prioritise issues as they arise;
- Demonstrated experience and ability in the use of computer programs including MS Outlook, Word and Excel;



- High quality problem solving skills and a demonstrated ability to effectively adjust plans and schedules.

Key Relationships

Internal	External
Unit Managers	Members of the Public/residents/ratepayers
Section Managers	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Team Leaders	Community Organisations
Council employees	Contractors
	Consultants and other professionals
	State and Federal Government Agencies
	Local Business

