POSITION DESCRIPTION

OPEN SPACE SUPPORT OFFICER – P4019

DIRECTORATE	Infrastructure	BUSINESS UNIT	Environment
REPORT TO	Open Space Lead	DIRECT REPORTS	Nil
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	4
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Ongoing

THIS POSITION'S COMMITMENT TO THE COMMUNITY

City of Palmerston's vision is to create *'A Place for People'*, where we focus on our strengths to ensure our city thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity,
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our city. The Community Plan highlights the priorities for achieving these outcomes.

OUR CUSTOMER CHARTER

City of Palmerston is committed to our Customer Service Charter, and all employees are expected to uphold this commitment within their role.



POSITION OBJECTIVE

The Open Space Support Officer positively contributes to the maintenance and continuous improvement of City of Palmerston's parks, playgrounds, verges, and reserves, to deliver safe, functional community places for exercise and recreation, as well as provide excellent customer experience.

This role supports the Open Space Lead to develop and implement programs relating to open space maintenance, landscaping and playground renewals to improve our network of diverse, accessible, high-quality Public Open Space which support and strengthen the health and wellbeing of the Palmerston community.

The role will contribute to a culture of collaboration, commitment and accountability, driven by a high customer focus consistent with the strategic direction of Council, underpinned by cost effective operations, use of Council's resources and a customer ethos of "people are at the centre of all we do and deliver".

POSITION CONTEXT

Working with the Open Space Lead, the Open Space Support Officer provides high level customer service and ensures the delivery of quality maintenance services of Council's open space assets. This includes, but is not limited to, the following key activities:

- Contract administration for landscaping and ground maintenance contracts.
- Contract administration for reactive maintenance activities for open space assets.
- Customer enquiry response and proactive engagement.
- Undertake open space inspections and track reported issues on Council's ArcGIS system.

KEY DUTIES AND RESPONSIBILITIES

- Undertake contract administration activities relating to period contracts relevant to open space, including grounds maintenance, and landscape maintenance.
- Ensure reactive maintenance activities relating to open space assets are completed in a timely manner, including the coordination with contractors and internal stakeholders.
- Undertake and record inspections of open space and associated assets.
- Document and monitor service levels and performance outcomes relating to grounds maintenance, landscaping maintenance and customer service.
- Provide customer focused service to clients (internal and external), ensuring accurate and complete administrative processes, data entry, record keeping and document management.
- Provide efficient and courteous responses to customer enquiries in accordance with City of Palmerston's Customer Service Charter and coordinate reactive works as required.
- Manage all works to ensure compliance with relevant legislation, policies, procedures, contract specifications, Australian Standards and Work Health and Safety (WH&S) requirements.
- Support other team members in relation to open space activities.
- Undertake community consultation and engagement as relevant to activities.
- Positively contribute to the organisation culture, work collaboratively with all stakeholders to understand their needs, and achieve mutually beneficial outcomes.
- Foster a continuous learning environment focused on its people, the organisation culture and quality continuous improvement.
- Be part of the hours on-call rotating roster (remote response) and the natural disaster response team.

WHAT COUNCIL IS LOOKING FOR

- Demonstrated experience in contract administration, undertaking inspections and identification of service level improvements.
- Demonstrated strong customer service and stakeholder management skills, with a proven track record of delivering timely and accurate responses.
- Sound understanding of Occupational Health and Safety procedure and practice.
- Ability to identify and implement continuous improvement opportunities.
- Ability to collaborate effectively with diverse stakeholders including residents, community groups, contractors, and other internal and external stakeholders.
- Demonstrated persuasive communication skills with the ability to resolve complex issues.
- Effective written skills, including report writing, contract documentation and correspondence.
- Intermediate level of competency in the use of Microsoft Office suite including excel.

Desirable

- Previous local government experience.
- Experience in engaging contractors for minor maintenance and small capital works programs.
- Experience using ArcGIS, records management systems, and financial management systems.

FURTHER INFORMATION

Prior to City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.