



GLEN EIRA
CITY COUNCIL

Position Description

Position Title:	Manager Parks Services
Classification:	Contract
Business Unit:	Parks Services
Reports to:	Director Sustainability, Assets and Leisure
Status:	Full Time
Approved by:	Director Sustainability Assets and Leisure
Reviewed:	September 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community.

3. About the Sustainability, Assets and Leisure Directorate

The Directorate provides leadership, direction and support to four departments:

- Sustainability and Infrastructure
- Parks Services
- Works Depot
- Glen Eira Leisure

4. About the Parks Services Department

Parks Services is the in-house provider for the maintenance of Council's open space and street trees and includes the maintenance and management of sportsgrounds, playgrounds and park infrastructure. This team also provides technical advice and support to Council departments on horticultural/arboricultural related capital and future maintenance works. The business area manages contracts for Council's recreation facilities.

This team also contributes to the development of strategy and policy relating to sustainability, open space, recreation facilities and Council's urban forest and to do this must establish and maintain a wide range of working relationships including with internal stakeholders (specifically the City Futures Department), community stakeholders and government agencies.

The key aim of the Parks Services Department is to work in partnership with stakeholders, both internal and external, to maintain our existing parks & recreational assets and places as well as create new, vibrant and sustainable ones that meet the current and future needs of our community.

This Department among others provides a diversity of parks and recreation facilities and opportunities for residents. This includes sports grounds and open space planning and management; strategy and policy development; and the upgrade and development of community infrastructure:

- To review and manage the on-going development of the Parks Services functions and outputs.
- To provide strategic advice on future parks, open space and recreational requirements and proactively deliver priorities as aligned with Council's strategies and plan.
- To oversee the management of various parks and recreation facilities effectively and efficiently in order to meet the needs of the community.
- To actively seek community engagement in the planning of parks and open space projects.

5. Position Purpose and Background

The position is responsible for the effective management of the following program areas:

- Open Space Asset Management
- Open Space Maintenance
- Sports, Turf and Facilities
- Urban Forest

The key aim of the Parks Services Department is to work in partnership with stakeholders, both internal and external, to maintain our existing parks & recreational assets and places as well as create new, vibrant and sustainable ones that meet the current and future needs of our community.

This position is responsible for leading, coaching and inspiring the team to develop, implement and support the organisation's strategic direction.

A pivotal requirement of this role is to work with stakeholders across the organisation and with the community to achieve positive outcomes. This position is expected to demonstrate strong leadership, direction and people management competencies, with appropriate technical expertise, in order to drive the required business outcomes of this Department. The capacity to engage a range of stakeholders at varying levels of knowledge is critical.

6. Working Relationships

The Manager Parks Services reports to the Director Sustainability, Assets and Leisure. The Manager Parks Services has five direct reports which are:

- Coordinator Open Space Maintenance
- Coordinator Open Space Asset Management
- Senior Administration Officer
- Coordinator Sports, Turf and Facilities
- Coordinator Urban Forest

The Manager Parks and Recreation must liaise with a number of internal stakeholders. In particular these include:

- CEO
- Organisational Strategy
- Sustainability and Infrastructure
- Works Depot
- City Futures
- Glen Eira Leisure
- Arts and Culture
- Buildings and Planning
- Senior Leadership Group
- Other Council Staff

Externally, the position will work with a number of stakeholder groups such as:

- Government departments
- General public
- Consultants
- Media
- Sporting Clubs, State and local Associations
- Community Groups
- Contractors
- Facility Users
- Facility management companies

The position works closely with the Directorate Leadership Team.

As part of the organisation's Performance Review process, the Manager will plan and agree work and development goals with the Director annually. This will include the demonstration of the organisation's values and behaviours.

7. Key Responsibilities

- Ensure that parks and sportsground maintenance is delivered to agreed service standards
- Ensure service requests from stakeholders are attended to promptly
- Oversee and monitor relevant contracts for maintenance services by external providers
- Provide high level input and advice on recreation requirements, working closely with a number of Council's other departments.
- Be responsible for the preparation and delivery of recreation capital works proposals.
- Ensure there is community input into recreation projects, including facility development and redevelopment.
- Ensure the key stakeholders within Council, the community and other agencies are identified and appropriately involved in the strategic planning of projects.
- Ensure strategies and policies are reviewed as required and reflect Council and community expectations.
- Maintain liaison with key sectors of State Government, peak industry bodies and organisations.
- Provide input to funding submissions to meet the identified needs for parks and open space.
- Develop and maintain networks with local community groups and agencies.
- Ensure good asset management practices and plans are in place and adhered to
- Develop and monitor the Parks Services budgets and expenditure to ensure both efficient and effective delivery to the community
- Manage Council's tree maintenance and upgrade program



- Provide technical advice where necessary to relevant stakeholders
- Develop the necessary policies, procedures, standards, and guidelines to underpin the effective delivery of services to Council that are cost effective, of consistent quality and reliability.
- Support the Director Sustainability, Assets and Leisure in achieving Council's business objectives.
- Be one of Council's Municipal Emergency Response Officers (MERO) and contribute as part of the duty roster for this role.

Sporting Facilities Management

- Oversee the effective operational management of Council owned facilities, including sporting reserves, pavilions, and open space facilities.
- Ensure users of Council facilities are aware of and adhere to Council policies and requirements.
- Liaise with the relevant Council departments in regard to building and parks related issues.
- Ensure there is effective liaison and support to Reserve Advisory Committees, facility management groups, facility user groups, sporting clubs and community organisations.

Contract Management

- Adhere to Council's Procurement Policy and relevant organisational guidelines and policies in the procurement of services and works.
- Manage contracts and agreements to ensure services meet expected targets, outcomes and financial requirements.
- Oversee the development and management of contracts and agreements for approval by Council's Corporate Counsel.
- Ensure contracts and agreements are either renewed or tendered prior to their expiry.

Planning & Management

- Foster a climate of collaboration and innovative thinking, implementing new ideas and practices which improve Department outcomes.
- Identify, plan and determine the strategic direction and approach for the Department including identifying and introducing best practice strategies, policies, procedures and plans.
- Develop an Annual Workplan/ Business Plan and associated budget for the Department that is reflective of the strategic direction of Council and the Directorate.
- Develop systems for continuous improvement in programs and services, including processes for review, evaluation and the application of demonstrated best practice and value for money.
- Achieve excellence in customer service, setting performance goals and reviewing service performance to strengthen Council's reputation and stakeholder perception.
- Maintain a strong knowledge and abide by all legislative requirements, organisational policies, procedures, guidelines, as well as operating within delegated authority. Services must be delivered within statutory constraints.
- Promote the Department with a focus on representing and promoting Glen Eira City Council; at every opportunity to local government, other levels of government, associations and the community generally.
- Manage and administer programs and contribute to the overall policy, procedures and direction of Glen Eira City Council through membership of the Senior Leadership Group .
- Maximise the use of technology to continually improve knowledge management and service delivery.

Financial Management

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- Manage operational expenditure within budget and determine annual bids for operational budget.
- Formulate recommendations to the Director and where appropriate Executive and/or Council on all matters of a policy or sensitive nature.
- Responsible for the implementation of adopted policies, strategies and plans covering areas of responsibility.
- Source and select external funding opportunities to enhance the provision of programs and improvements.
- Select the level and need for advocacy to the appropriate external organisations and government to ensure the effective delivery of programs and projects.
- Determine appropriate solutions to customer concerns that provide appropriate satisfaction to customers.
- Preparation and monitoring of operational and capital works budgets for the business unit.
- Prepare and review specifications to be put to competitive tender or quotation.
- Effective financial management of the business unit.
- Management of contracts within the business unit.
- Authorise expenditure within approved budgets and authority limits and in accordance with Council policies and procedures.
- Management of bond refunds (e.g. refunding bonds based on compliance with terms and conditions of the recreation facilities hire etc).
- Approval of Recreation and Open Space bond refunds prior to being processed.
- Ensuring the site inspections are appropriately completed by the Parks and Recreation Department.

Communication & Engagement

- Effectively communicate with influence, the vision and strategic direction of the Department as well as its key programs, policies, strategies and other key initiatives to relevant stakeholders to influence and gain support.
- Raise awareness of Council's roles, responsibilities, services, facilities and achievements and influence the outcome of issues which might impact on the Glen Eira community.
- Oversee Council's corporate communications relevant to the Department and collaborate with the corporate communications team to effectively manage public relations on politically sensitive matters, to ensure that Council's messages, programs and achievements are communicated effectively to the community and relevant stakeholders.

Leadership

- Lead, coach and inspire the Department in an environment where people's competencies, attributes and behaviours are strengthened, and their behaviours align with Council Values.
- Build and engender mutual trust, respect and confidence at all levels within the organisation.
- Inspire collaboration, be enthusiastic and display presence and natural leadership.
- Be an authentic and positive team player, demonstrating loyalty and genuine commitment to the objectives of the organisation.
- Align the Department people management practices with Council's overall people management strategies.
- Build and establish productive and collaborative relationships with internal and external stakeholders that are based on genuine partnerships, care and authentic dialogue.
- Work as part of the Senior Leadership Group to build an organisational culture that supports Council's values and continuously improves organisational effectiveness.
- Adhere to confidentiality and privacy requirements, and possess astute judgement and diplomacy skills.
- Identify and drive change management initiatives, processes, programs and strategies for the Department, fostering an environment of innovation and continuous improvement.
- Drive Council's leadership and cultural agenda by creating an environment of trust, empowerment and collaboration, and role model behaviours that supports Council's values and behaviours.

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- Implement the Council's Performance Management process with Managers and relevant staff within the Department, ensuring that employees are aware of expectations in relation to their key result areas, values, behaviours and development plans.
- Ensure that newly recruited staff possess the appropriate capabilities and values, are effectively inducted into the organisation and provided with ongoing support and development.

OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation, as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Review and monitor the health and safety performance of the Division including reviewing the health and safety performance of departments and teams.
- Contribute to a safe working environment by adherence to the Occupational Health and Safety Act 2004, regulations and Council Occupational Health and Safety (OH&S) procedures.
- Ensure that business plans operationalise the requirements of Council's OH&S Plan which are relevant to their business.
- Report on and review serious accidents/incidents/hazards and monitor corrective actions as per Council's OH&S Policy and Procedures.
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

8. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Relevant tertiary qualifications in a related discipline, post graduate qualifications would also be highly regarded.
- Significant relevant portfolio experience at a senior leadership level in either public or private sector.
- Strong team player with high political acumen, emotional intelligence, self-awareness and sound judgement.
- High level strategic change management expertise with the proven ability to drive and manage significant cultural, process and system change within a complex portfolio.
- Excellent business management skills with the ability to lead the development, preparation and negotiation of realistic budgets with agreed parameters as well as management funding agreements.
- Exceptional interpersonal, written communication and presentation skills, with the ability to communicate sensitive issues to various audiences and stakeholders, produce high quality reports and represent Council in professional forums.
- Demonstrated track record in leading and inspiring staff and creating a positive and motivating work environment.
- Highly developed political acumen and empathy with the challenges and opportunities in a municipality such as Glen Eira.
- Relevant portfolio experience at a senior leadership level in either public or private sector.

9. Other information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.



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- Victorian Driver's Licence is required.
- The position is primarily located at Caulfield, however the incumbent may be required to travel to other Council offices from time to time.