

ROLE DESCRIPTION
Approved February 2020

Title & Reporting Relationships

Position Title:	Serviceperson – Horticultural Amenities, Operations Team, Infrastructure Services Group
Grade:	SP 9
Reports to:	Team Leader Horticulture
Direct Reports:	Nil

Purpose of the Group and the Position:

The Infrastructure Services Group is made up of: Water & Wastewater Assets; Access and Transport; Stormwater & Coastal Assets; Sustainability and Resilience; Wastewater & Water Treatment; Operations; Coastal Projects; and the Project Management Office. The teams work collaboratively to ensure the Council is able to develop, implement and maintain the appropriate infrastructural and asset management processes and practices to achieve the Council's required levels of service in an efficient, effective sustainable and customer friendly manner.

As part of the Operations team the Gardener – Horticultural Amenities is a specialist role focussed on ensuring effective and professional maintenance of the floral bedding and shrubbery of Council's maintained gardens, and maintenance and improvement of re-vegetation plantings in accord with agreed service levels.

Given the geographical nature of the District, certain areas may be designated within the team for specific responsibility. Skills, experience, and interest will be taken into account for any such allocations.

Internal Customers:

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Team Leader Horticulture
- Parks & Reserves Supervisor
- Operations Manager
- Operations Team members

- Parks and Recreation Asset management team members
- Staff from other teams across Council

External Customers:

- General Public
- Nursery/Horticulture Groups

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

- Ensuring effective and professional maintenance of the annual bedding and shrubbery of Council's maintained gardens
- Planning, maintenance and improvement of re-vegetation plantings in accord with agreed Service Level Agreements
- Ride-on and pedestrian mowing and line-trimming of specified areas is completed to required standards.
- Complete seasonal herbicide, pesticide and fertilizer applications
- Ensure maintenance of machinery under your care is maintained in full working order, alerting any issues to the Team Leader as soon as possible
- Provide assistance to other members of the team as required from time to time

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.

- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Demonstrated Amenity Horticulture experience, sound knowledge of trees, shrubs and annuals.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.

- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Effective communication skills.
- Demonstrated understanding and an appreciation of the importance of efficiently and effectively maintaining the open space, public land and reserve areas within the Kapiti District and the ability to carry out associated tasks.
- Current Grow Safe Certification*
- Current First Aid Certificate. *
- Ability to safely and effectively carry out task of a physical nature: ie lifting and digging.
- Holder of a current and valid NZ Drivers' licence.
- Demonstrated ability to use in a proficient and safe manner, a range of plant and machinery, including tractors and implements, ride-on mowers, pedestrian mowers, line trimmers, scrub bars and chainsaws.

*Due to the nature of the role these qualifications are a requirement and the Council will support the job holder to obtain and retain currency.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.