



Competency Based POSITION DESCRIPTION

POSITION TITLE	TEAM MEMBER – GROUNDS & FACILITIES
AGENCY	WEST BEACH TRUST
DIVISION	ACCOMMODATION
CLASSIFICATION	LEVEL 4 INDUSTRIAL STREAM
REPORTS TO	MAINTENANCE MANAGER

PURPOSE

Maintains the West Beach Trust Reserve grounds and facilities including to agreed standards for appearance, relevant sporting and competition standards and/ or other needs that support pleasurable and memorable experiences for users for sporting, leisure, recreation and tourist accommodation purposes. Facilities and grounds includes areas such as turf, landscapes, pavements, play grounds, barbecues, park furniture, swimming areas, buildings, structures, etc

KEY RESULT AREAS

1. MAINTENANCE	
Critical Tasks	<ul style="list-style-type: none"> ▪ Carries out tasks including the monitoring and maintenance/presentation of turf, landscapes, irrigation systems, pathways, roads, playgrounds, amenities blocks, and accommodation buildings to an agreed control and continuous improvement system that includes agreed standards for setting, monitoring and enhancing work quality, quantity, time and cost; ▪ Sets up and operate machinery including horticulture/turf equipment & building maintenance tools to agreed control system operating policies, performance standards, procedures and work instructions.
Measures	<ul style="list-style-type: none"> ▪ Prioritises and carry out required tasks accurately and in a timely manner.

	<ul style="list-style-type: none"> ▪ Exercises sound judgment in the selection of a range of tools, equipment methods or processes to complete tasks. ▪ Complete tasks in line with policies, standards and procedures. ▪ Duties undertaken with enthusiasm.
2. OH&S REQUIREMENTS	
Critical Tasks	<ul style="list-style-type: none"> ▪ Performs all activities, tasks and procedures safely and productively using resources such as equipment, materials and chemicals with minimal waste and extravagance; ▪ Ensures all chemicals, fuels and lubricants are safely handled and stored in accordance with supplier recommendations and OHS&W requirements; ▪ Ensures the facilities are provided in a safe and functional condition by undertaking regular checks, maintain check lists, documentation and reporting all potential risks;
Measures	<ul style="list-style-type: none"> ▪ Nil recorded avoidable safety issues.
3. PLANNING & ORGANISING	
Critical Tasks	<ul style="list-style-type: none"> ▪ Maintains records and prepare information including time cards and reports on performance and activities to agreed standards for completeness, accuracy, reliability and timeliness; ▪ Contributes individually or as part of a team on projects, facilities and operational planning or continuous improvement initiatives to enhance facilities and grounds for user/customer enjoyment; ▪ Actively participates in designing performance standards, activities, tasks, procedures, training and other skill and knowledge improvement activities as requested by the Trust.
Measures	<ul style="list-style-type: none"> ▪ Records and reports in a timely and accurate manner. ▪ Problems or potential problems identified and timely, adequate corrective action is taken. ▪ Personal work practices promote teamwork and unity.

4. CUSTOMER SERVICE	
Critical Tasks	<ul style="list-style-type: none"> ▪ Assists and responds to external and internal customer requests and comments in a courteous manner and follow up with remedial action where applicable ▪ Assists in on the job training of staff and assist in ensuring work is performed to agreed standards for quality, quantity, time and cost;
Measures	<ul style="list-style-type: none"> ▪ Timely response to requests. ▪ Positive customer satisfaction. ▪ Demonstrates strong and effective communication skills with internal staff.

COMPETENCIES REQUIRED

The competencies below are an overview of the traits and behaviours required to be successful in the position.

Competency Area	Typical Behaviours
Achievement Orientation	Sets priorities. Sets high performance standards. Adheres to timetables, rosters and agreed timings. Emphasises high standards to others.
Customer Service	Acknowledges the customers. Gives priority to customer satisfaction Takes responsibility for action.
Ethics & Accountability	Acts in a manner consistent with organisational values. Does what he/she says they will do. Is open & honest with information. Follows organisations' policies. Respects decisions of organisation.
Commitment to Safety and Environment	Committed to the philosophies of workplace health & safety and protection of the environment. Identifies relevant issues and hazards in own work area. Keeps up-to-date on organizational OHS and environmental policies & procedures and follows these. Reports on hazards and/or accidents & incidents.

Teamwork	Builds relationships with others. Exchanges information freely. Supports others' and groups ideas and decisions.
Continuous Improvement	Shows attention to detail. Systematically monitors own and others' performance. Reviews and follows-up on completed tasks. Actively seeks and uses ideas, asks questions and challenges assumptions.

SKILLS AND EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Previous experience in general maintenance, turf management and/or horticulture; • Basic knowledge of standards for the appearance and functionality of accommodation facilities and grounds to meet industry, regulatory standards, guest needs and expectations • Demonstrated ability to work to an agreed quality /control system which includes compliance with performance standards, policies, procedures and work instructions; • Basic knowledge of trade principles and practices and effective interpretation of complex instructions in carrying out activities and tasks; • Exercising of sound judgment in the selection of a range of tools, equipment methods or processes to complete tasks; • Demonstrated ability to apply work scheduling including using sound judgment in complying to set maintenance programs to cater for customer demands and/or seasonal variations. • Use of initiative and creativity to anticipate risks and problems and proactively provide or implement solutions; • Practical knowledge of OHS&W and quality control principles and their application in a variety of situations; • Effective application of problem analysis and decision-making techniques to solve day to day operational issues under broad guidelines; • Ability to work in positively, cooperatively and productively in a team environment including treating others with respect; 	<ul style="list-style-type: none"> • Knowledge of Trust standards for the appearance and functionality of facilities and grounds to meet industry, sporting, regulatory standards, guests needs and expectations; • Knowledge irrigation systems

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Drivers License.	<ul style="list-style-type: none">• Recognised trade qualification in the building industry or significant experience• and a keen interest in horticulture

POSITION DIMENSIONS

Staff Reports: Trainees and work experience as required

Finance: Nil

SPECIAL CONDITIONS

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.

When working in the accommodation area working rosters will include 5 days over 7

May be required to work overtime

Employee Signature: _____

Date: _____

Managers Signature: _____

Date: _____