



Parks Officer Position Description

Department/Group:	Parks/Infrastructure & Assets
Reports to:	Manager Property & Parks
Location:	179 St Hill Street, Whanganui
Post Number:	EMV 99
PD Created / Modified:	April 2025

Whanganui District Council Vision

To be an energised, united and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The Parks Officer plays a key role in the delivery and continuous improvement of parks and recreational facility services by supporting effective asset lifecycle management, maintenance coordination, and community-focused outcomes. This role ensures that parks assets are managed sustainably, safely, and in alignment with Council's strategic goals and service levels.

Key Result Areas

The position of **Parks Officer** encompasses the following major functions or Key Result Areas:

Key Result Area:	Key Responsibilities
1. Contractor and Stakeholder Coordination	
<p>Coordinates contractors, develops work plans, monitors compliance, and documents asset changes.</p>	<ul style="list-style-type: none"> • Facilitates and maintains positive and proactive relationships with contractors, licensees and other interest groups on behalf of council • Supports the management of maintenance and service contracts by monitoring performance, gathering user feedback, and addressing delivery issues. • Defines work plans and task lists in collaboration with contractors and based on community feedback to support efficient service delivery. • Coordinates with internal teams and external contractors during asset acquisition, installation, and onboarding. • Supports compliance and risk management efforts by participating in regular reviews, facilitating health and safety briefings, and ensuring regulatory requirements are met. • Assists in contractor engagement, document preparation, and performance evaluation activities. • Plays a facilitative role in implementing operational improvements based on audit findings, stakeholder feedback, and system insights. • Ensures contractor-delivered works are captured and recorded accurately in the AMIS, including all materials used and tasks undertaken. • Facilitates updates to GIS layers as assets are created, relocated, or decommissioned as part of contractor or internal works.
2. Asset Planning and Optimisation	
<p>Inspects assets, plans maintenance, optimises usage, and maintains accurate records</p>	<ul style="list-style-type: none"> • Conducts site inspections and gathers data to inform lifecycle planning, renewal schedules, and asset condition assessments. • Reviews asset utilisation patterns to identify underperforming or redundant assets and provides practical recommendations for optimisation. • Assists in the scheduling and coordination of planned maintenance activities to extend asset life and meet service level expectations. • Provides inputs into long-term asset planning, ensuring alignment with community needs, safety standards, and operational goals. • Supports the onboarding and classification of new assets by ensuring accurate documentation and establishing maintenance plans. • Ensures updates to the Confirm Asset Management Information System (AMIS), including GIS spatial data,

	<p>reflect asset additions, renewals, and disposals in a timely and accurate manner.</p> <ul style="list-style-type: none"> Coordinates with the Asset Analyst or GIS Officer to confirm spatial accuracy and completeness of asset mapping.
3. Asset Data Management and Reporting	
<p>Manages parks asset data, ensuring accuracy, compliance and informed decision-making</p>	<ul style="list-style-type: none"> Maintains accurate and up-to-date data on parks and recreational facility assets in the Confirm AMIS. Log all CRM's and enquires against the relevant assets in the Confirm AMIS and action accordingly. Supports data collection during inspections and audits and ensures documentation is consistent with compliance standards. Uses dashboards and reporting tools to track asset performance, maintenance status, and lifecycle trends. Supports quality assurance through post-maintenance reviews and ensures necessary information is attached to work orders. Assists in asset classification, data verification, and documentation of activities to inform planning and operational decisions. Communicates findings from inspections and assessments clearly to stakeholders, contributing to performance evaluations and system improvements. Uploads, validates, and maintains data in the Confirm AMIS, ensuring consistency across systems such as GIS, financial systems, and maintenance records. Supports improvements in data quality and contributes to regular audits of asset information including asset hierarchies and condition scores.

4. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
5. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.
6. Emergency Management	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council’s statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.
7. Risk Management	
<ul style="list-style-type: none"> • Compliance with Risk Management. 	<ul style="list-style-type: none"> • Best practice risk management procedures apply to all projects, contracts and day to day activities. • Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. • Risks associated with functions managed and policies being developed are accurately identified, evaluated and reduced.
8. Health and Safety	
<ul style="list-style-type: none"> • Comply with all safe work procedures, policies and instructions. 	<ul style="list-style-type: none"> • Comply with any reasonable instruction that is given to you by the PCBU or your Manager.

<ul style="list-style-type: none"> • Report all incidents, hazards/risks and injuries to supervisors in a timely manner. • Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. • Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> • Timely, full and accurate completion of incidents on the H & S electronic reporting. • Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. • Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
9. Professional Development and Training	
<ul style="list-style-type: none"> • Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> • Own training needs are identified through appraisal and training needs analysis. • Agreed training programmed/development opportunities are taken up. • Knowledge of both management and professional areas remains up to date.
10. Other	
Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none"> • Manager – Property & Parks • Property and Facilities Team • Executive Leadership Team • WDC Staff 	<ul style="list-style-type: none"> • General public • Licensees • Consultants • Contractors and sub-contractors • Other local Authorities • Utility & Infrastructure Companies • Interest Groups • Police

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• A current NZ drivers licence• Experience in contractor management.• Experience in working with multi-disciplinary teams/organisations• Strong administrative skills• Strong communication skills, both written and verbal• Demonstrated proficiency with Microsoft applications• Experience in facilitating successful outcomes with customers and colleagues while demonstrating strong professional integrity• Experience and ability to make decisions often in the face of strongly held opposing views.• Ability to work well in a team and collaborate with diverse groups.	<ul style="list-style-type: none">• Trade/Tertiary qualification in landscape design or extensive experience in arboriculture, horticulture or relevant trade experience• STMS non-practicing• Procurement qualifications• Previous experience in all aspects of Local Government parks management and public works.• Some experience in strategic planning, policy development, project management• Tertiary level papers in business, RMA, contracts management and asset management or a minimum of 3 years' experience in contract or asset management

Variation:

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

Executive Leader: _____ Dated: _____