

Job Description

My Position

Position:	Reserves Operations Officer (Motueka & Golden Bay)
Section:	Reserves and Facilities
Group:	Customer and Community
Responsible to:	Team Leader – Reserves Operations
Job Purpose:	• Monitor Reserves and Facilities Asset Management Contracts and renewals for the assigned District area and report on Contractor performance. • Assist in the collation of Reserves and Facilities data for updating the Reserves and Facilities Asset Management database and the Protected Tree Register. • Carry out regular inspections of Reserves and Facilities for the assigned District area for the purpose of assessing general overall condition of the reserve, trees and any maintenance or development issues that require attention or future programming. • In conjunction with other staff carry out minor Capital Works projects on Council Reserves and Facilities for the assigned District area. • Assist the other Reserves and Facilities team members as directed by the Team Leader. • Respond to customer enquiries regarding Reserves and Facilities issues.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success

- We bring the right attitude to work
- Safety and wellbeing come first

- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Customer & Community Group

The Customer and Community Group's central role in ensuring that community-facing services are accessible, consistent, cost-effective, and aligned with the wellbeing of current and future residents. It provides core customer and library services, leads community development and partnership initiatives, customer support, oversees the operation and management of parks, reserves, community facilities and public amenities and transportation services in a cost-effective and efficient way.

The Group also plays a strategic role in long-term infrastructure and service planning, ensuring that customer experience, community wellbeing, and public value are at the heart of Council's decision-making and everyday operations.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
Asset Management and Monitoring – Motueka & Golden Bay • Monitoring assigned Reserves and Facilities Asset Management Contracts and reporting on Contractor performance. • Organising the auditing programme for the Reserves and Facilities Contract audits for the assigned District area, liaising with the independent auditors, providing rectification notices to Parks Contractor and following up any outstanding issues. • Collation of Reserves data for updating the Reserves and Facilities Asset Management data base. • Carrying out regular inspections of Reserves and Facilities for the purpose of assessing general overall condition of the reserve and any maintenance or development issues that require attention or future programming. • Carrying out and assist with re-vegetation programmes and projects in the assigned District area. • Responding to and following up on customer enquires in the assigned District regarding reserves and facilities issues. • Liaising with Council's Reserves and Facilities maintenance contractors, issue works orders, and audit and monitor their work.	Asset Management and Monitoring – Motueka & Golden Bay • Audits are provided on or before the 18th of the month and rechecks are carried out at the end of the month. Results are communicated to Contractors and database is updated. • Data for the assigned District area is collated and Database is up to date, and accessible in a useful and meaningful way to provide up to date information and reports to Council staff and the main Parks Contractor. • Inspections are conducted every 3 years. • Ensures re-vegetation programmes and projects are completed in a timely manner to standards specified and to budget and the expected outcomes are achieved. • Works orders are issued to Council's Reserves and Facilities maintenance contractors and auditing and monitoring of their work is undertaken and recorded. • Customer enquires relating to the role are followed up in a timely manner and with good customer service.
Council Trees/Protected Trees – Motueka & Golden Bay • Responding to and following up enquires in the assigned District area regarding trees on Council Reserve areas, street trees and trees listed on Council's Protected Tree Register. • Liaising with Arborists regarding the ongoing maintenance and inspection of the trees on	Council Trees/Protected Trees – Motueka & Golden Bay • The Protected Trees database for the assigned District area is accurate, up to date, contains all relevant information and is available to key users. • In conjunction with the Reserves Operations Officer (Waimea, Richmond & Murchison), Arbor Day plantings are organised with

Council's Protected Tree Register and issue works instructions as required. - Organising tree evaluations in conjunction with the tree owners and Arborists. - Working with Council Planning staff to have trees added or removed from Council's Protected Tree Register as required. - Maintaining the spreadsheets supporting Council's Protected Tree Register for the assigned District area.	schools within the assigned District area annually in June. - Tree owners are notified and informed prior to maintenance checks on their property. - Co-ordination of Arborist maintenance checks and work is allocated to contractors. - Effectively resolve any tree enquires/complaints relevant in Reserves and Road Reserve in the assigned District area. - Ensures Register for the assigned District area is kept up to date when maintenance occurs.
Minor Capital Works Projects – Motueka & Golden Bay - Carrying out minor capital works projects on Council Reserves and Facilities within the assigned District area, and in conjunction with other staff as required. - Applying for Council consents in regards to the above projects and liaising with and monitoring the contractors carrying out these projects.	Minor Capital Works Projects – Motueka & Golden Bay - Ensures that projects are completed in a timely manner to standards specified and to budget and the expected outcomes are achieved. - Where appropriate, liaise and consult with local community groups in regards to these projects.
Community Liaison - Liaise, support and assist Keep Motueka Beautiful with reserve development projects. - Co-ordinating community plantings and the annual Arbor Day plantings with schools within the assigned District area. - Liaising with the Motueka and Golden Bay Community Boards including report writing when required.	Community Liaison - Ensures attendance at Keep Motueka Beautiful and other relevant local community group meetings as required, and provides ongoing support for their projects. - In conjunction with the Reserves Operations Officer (Richmond, Waimea, Murchison), Community plantings are well organised, attended and positive feedback is received. - In conjunction with the Reserves Operations Officer (Waimea, Richmond & Murchison) Arbor Day plantings are organised with schools within the assigned District area annually in June and the event supports the Nationwide celebration of the day. - Motueka and Golden Bay Community Boards are met with on a regular basis and communication is timely and accurate.

My Contribution	
Accountability - I take responsibility for my performance, decisions and actions and how these impact on others. - I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it. - I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable. - I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.	
Customer Focus - I focus on the needs of our customers and provide all of them with outstanding service. - I treat all people with respect, and I deliver on the commitments I make. - My actions are fair and build trust with my colleagues, customers and our community.	
Relationship Building - I build and maintain genuine relationships with my colleagues, customers and our community. - I actively listen to others and am supportive, friendly and helpful. - I respect all cultures and act in ways that make others feel included and valued.	
Resilience & Adaptability - I support new ways of working and am able to be flexible and calm when facing change or difficult situations. - I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work. - I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.	

Motivation & Drive • I take responsibility for my own learning and development and welcome feedback to improve my performance. • I effectively plan, manage and prioritise my work and deliver it on time. • I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.
Collaboration & Inclusion • I actively contribute to the achievement of team goals and objectives. • I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.
Civil Defence Emergency Management • I provide assistance and support during civil defence / emergency management activities. • I participate in civil defence and emergency management training.
Working within te ao Māori • I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role. • I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role. • I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role. • I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I have no staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- A recognised Level 4 Qualification in Amenity Horticulture or Parks and Recreation, or other relevant field with at least two years post graduate practical experience. **OR**; The equivalent body of knowledge from 5 years practical experience in Amenity Horticulture or Parks and Reserves.
- Computer literacy skills – be familiar with Microsoft Outlook, Excel and Word
- Experience with Parks and Reserves Asset Management databases is desirable.

My Personal Attributes:

- Good written and oral communication skills, in particular ability to effectively and concisely present information to Council, Management or the Public.
- Initiative, good judgement skills and the ability to problem solve.
- Good organisational and time management skills.
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork.
- Pleasant outgoing manner and an effective team member.
- Good knowledge and understanding of Te Tiriti o Waitangi and Tikanga Maori.
- This position requires the incumbent to work with minimum supervision and may involve work outside of normal working hours. Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Maori

My Agreement

My Name:

My Signature:

Date: