

Supervisor Parks Operations

POSITION DESCRIPTION



Position Number:	2119 & 1223
Department:	Communities and Lifestyle
Section:	Open Spaces & Recreation
Unit:	Parks Operations
Position Status:	Permanent Full Time
Classification:	Level 4 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Coordinator Parks Operations
Revised:	January 2026

General Position Statement

This position supports Council's direction by coordinating all aspects of the Rockhampton region's parks and open space maintenance from day to day, medium term operations through to long term strategic and holistic management of all parks and open spaces assets.

The incumbent shall deliver professional technical expertise and strategic guidance with a focus on best practice principals in parks and open spaces management. The role will develop and maintain good working relationships with Council staff, Councillors and the public. The Supervisor is accountable for ensuring that parks and open space works are delivered to agreed service levels and safety requirements, and for taking corrective action where standards are not achieved.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Supervise and coordinate the work activities of teams engaged on maintenance and construction of the regions parks and gardens.
- Translate agreed service levels, maintenance standards, and operational priorities into clear daily and weekly work expectations for teams.
- Verify that completed works meet defined service levels, safety requirements, and relevant standards before sign-off.
- Undertake routine and ad-hoc quality inspections of team outputs across multiple sites.
- Identify non-conformances, recurring defects, or service shortfalls and initiate corrective actions to foster a culture of continuous improvement.
- Ensure compliance with Council Policies, procedures and Unit specific procedural manuals.
- Assist in the development, implementation and review of unit specific procedural manuals and ensure compliance with Council Policies, procedures and unit specific procedural manuals.
- Assist in the planning of the region's parks assets and open spaces in line with strategic objectives and values of Rockhampton Regional Council.

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- Monitor, review and provide recommendations in regards to the human and material resources required for the team.
- Monitor and review the standard and general condition of the region's parks assets, providing recommendations.
- Assist with the preparation of departmental budgets by undertaking estimates of cost for works and monitoring operational and capital costs.
- Assist in the development, review and monitoring of short and medium term goals for the Unit.
- Preparation of reports and statistical information on operations.
- Plan, coordinate, monitor and deliver various projects for the Region's parks and open spaces areas, including the work of contractors and other consultants in line with the strategic objectives of Council.
- Contribute to a customer service focussed culture that is committed to Council's strategic objectives.
- Lead the implementation of continuous improvement for parks and open spaces policies and practices in keeping with Council's strategic intent, Australian Standards, asset and risk management obligations.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated high level experience in the fields of park development and maintenance and/or related fields including horticulture, heavy machinery operations, open space cleansing and irrigation.
- Knowledge of contract management and tender development, administration and monitoring.
- Demonstrated experience in scoping, delivering and monitoring projects.
- Demonstrated knowledge of public asset maintenance and management.
- Ability to supervise, lead and motivate a team.
- Knowledge and understanding of Council Departments, policies, procedures and legislation requirements.
- High level communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Demonstrated ability to manage planning and delivery of workloads and projects in order to achieve high quality results within agreed timeframes across multiple work sites.
- Demonstrated ability in conflict resolution and negotiations.
- Demonstrated ability produce reports and demonstrated ability to produce logical, plain-English, and professional written communication.
- Ability to effectively operate Council's computer systems including the MS Office Suite.
- Ability to effectively operate mobile devices and applications.
- Goal Setting – Ability to set, Define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.

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- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Accountability – Ability to take ownership for work outcomes, hold self and others to agreed standards, and address issues promptly and transparently.

Qualifications

- Qualifications in Certificate III Horticulture (or related discipline) and demonstrated experience in a leadership role preferably in a horticultural environment.
- Construction Industry Induction (White Card).
- Traffic Management Implementation or willingness to obtain.

Desirable Qualifications and Experience

- Be licenced to undertake traffic control duties as per the Traffic Controller Accreditation Scheme.
- Qualifications in Certification IV in Project Management (or related discipline) and/or equivalent demonstrated experience.
- Tertiary Qualifications in Business Management/Frontline Management.
- Commercial Operator's Licence (A.C.D.C).

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. Further Information Appendix A.**

Work Environment and Physical Demands

- This position is an indoor/outdoor role and will require the employee to carry out physical tasks which may include manual handling of up to 20kg, repetitive bending, kneeling, twisting and/or squatting, working in confined spaces, and working at heights.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.

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- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B and Tetanus.
- Participate in a Supervisor 'On Call' roster to provide a 24-hour emergency call out service

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	Manage People Performance	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	Be Customer and Community Focused	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	Lead Change Effectively	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.