

Manager Parks

POSITION DESCRIPTION



Position Number:	1720
Department:	Community Services
Section:	Parks
Position Status:	Full Time
Classification:	Limited Term Contract
Reports To:	General Manager Community Services
Revised:	May 2025

General Position Statement

This position will provide overall operational and strategic management, ownership of parks operational and capital programs and is responsible for the strategic direction, leadership and delivery of parks program activities. Reporting to the General Manager Community Services, the Manager Parks plays a critical role in leading and managing the Parks team by overseeing the sections performance to ensure safe and efficient operations. This position is responsible for high quality open spaces and the enrichment of our region, whilst meeting community expectations and providing a high-quality standard of service for the Regions' Parks and Open spaces, the Rockhampton Botanic Gardens, the Rockhampton Zoo, and sports and recreation facilities.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

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

- Provide strategic management and leadership to teams and guide and support employees to ensure completion of work is carried out to high safety standards, completed to specifications and ensure optimisation of plant and equipment to support productivity.
- Foster high levels of staff engagement and mutual trust and respect in the work environment; valuing diversity and creating an environment where employees can perform at their best in a workforce free from discrimination and bullying.
- Provide high-level specialist advice to the CEO, Council and General Manager on matters within the scope of Parks' delivery functions and services to assist them in high-level decision making and to sustain current knowledge on all business matters pertaining to Parks Operations.
- Establish and maintain effective relationships to drive performance with community representatives, local sport and recreational providers /clubs.
- Provide a key link between Councillors and operations through proactive and collaborative engagement.
- Manage the various functions of the section through planning, designing and implementing strategic initiatives that enhance and contribute to the vision of council.
- Embed a culture of responsibility, accountability and positive customer relations through collaboration, effective organisational change, leadership and support.

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- Monitor the annual budget including expenditure and programs and prepare budget variation reports to the General Manager as required.
- Lead and manage effective program development and delivery for the community development, facilities and compliance operations by ensuring the section has the necessary systems and people capability to meet current and future demands.
- Provide support and resolve issues of a complex nature that cannot be resolved by other senior members of staff.
- Lead and manage a range of major projects and initiatives that deliver improvement strategies to continually improve Council parks, open spaces and facilities across the region.
- Manage policies, timelines, deliverables, risks and resources to enable the achievement of corporate operational goals.
- Contribute to the development of a positive One Team culture that is driven continuously to achieve better services and facilities for the community in accordance with Council's values.
- Develop, communicate, promote and inspire others to share ownership of and contribute to Council's vision and strategic goals.
- Monitor the environmental performance of Parks and ensure effective management processes are in place to support continual improvement and fulfilment of Council's environmental obligations.
- Maintain awareness and take responsibility for identifying and managing risks associated with performance of duties and escalate risks where required.
- Provide leadership to ensure the work environment supports work health and safety (WHS) legislation and systems.
- Refer matters that may impact upon the business, Council and employees to the relevant General Manager.
- Act in other senior management positions across Council as required.
- 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 engaged leadership skills with the ability to drive positive organisational and cultural change management, across multi-faceted teams that strives to deliver a service that exceeds community expectations.
- Demonstrated experience in managing parks and horticulturally based functions, ensuring the delivery of high-quality parks, botanic gardens, sports fields, recreation facilities and Zoo.
- Demonstrated accountability of overseeing sectional budgets and the delivery of associated strategic plans.
- Proven experience managing and supervising teams including planning of workloads, setting key performance indicators, managing performance issues and leading teams to success.
- Proven knowledge of relevant Local Government operations and legislative framework, with experience managing significant financial budgets and reporting on performance.
- Demonstrated ability to review and analyse processes, research and develop policy and procedure to implement service improvements and innovations.
- High level proficiency in comprehensive report writing with demonstrated ability to produce logical and professionally written documents.

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- Proven project management skills including planning, implementation and ensuring projects are completed within budget and specified timeframes.
- Remain abreast of statutory requirements and any other state and federal legislation delegated to Council.
- Understand and apply environmental standards, policies and procedures and take all reasonable and practicable measures to minimise harm to the environment including identification and reporting of environmental incidents.
- Actively promote identification and correction of hazards and risks including timely investigation and completion of incident investigations.
- Excellent communication (oral and written) skills with proven ability to develop and maintain positive relationships with all stakeholders.
- Demonstrated interpersonal understanding in order to actively listen and understand others.
- Goal Setting – Ability to set, define and deliver goals that are SMART – Specific, Measurable, Achievable, Relevant and Timely.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- 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.
- 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.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.
- Demonstrated ability to effectively operate Council's computer systems including Finance One, ECM, Pathways, GeKo and the MS Office Suite.

Qualifications

- Tertiary qualifications in a relevant field (e.g. Business Management, Asset Management, Horticulture) and significant demonstrated experience (minimum 5 years) in a similar leadership role is essential.

Desirable Experience

- Demonstrated experience in a state or local government environment.
- Experience in providing strategic leadership in identifying community and customer needs analysis, strategy and policy development and establishing performance standards.

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.

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- *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 *Transitioning to Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.*

Work Environment and Physical Demands

This position is required to work indoor and at times outdoor and will require periods of sitting at a desk and operating a computer and telephone. The position also requires the employee to work outdoors carrying out physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, and lifting.

Additional Requirements

- Ability to legally operate a motor vehicle under a "C" Class Licence (minimum provisional).
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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:	General Manager
Signature:	
Date:	
Present Incumbent:	
Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Promotes Council's vision and values. Engages and inspires others through aligning work with the vision.
	Empower our People	Coaches, mentors and empowers others through building trust and confidence across Council.
	Enable Teamwork and Collaboration	Identifies opportunities and enables respectful teamwork and collaboration across Council.
	Effectively Communicate across the Organisation	Fosters open and transparent communication and the sharing of information across Council.
	Build Effective Enduring Relationships	Strategically expand own and team's networks to ensure success.
Deliver Results	Manage People Performance	Ensure that teams understand the alignment between their work and Council's vision, mission, purpose and plans and receive support to successfully deliver against those.
	Develop our People	Provide development and coaching and mentoring opportunities to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and supports others to develop organisational, political and situational awareness and supports navigation of same.
	Demonstrate Organisational and Situational Awareness	Makes complex decisions in the absence of clear rules and processes.
	Maintain a Strategic Focus	Develops strategic direction for section/unit in line with Council's strategic direction, values and input from team.
	Plan and Organise Resources	Ensures group delivers against operational plans and KPIs through facilitating the delivery of quality work, safely, within budgets and deadlines.
Customer / Community Driven	Be Customer and Community Focused	Supports and enables teams to ensure the delivery on the purpose of Council and delivering what's best for the customer and community.
	Manage customer and stakeholder relationships	Leads, develops and supports a customer and stakeholder focused team.
Lead and Enable Change	Lead Change Effectively	Leads and champions organisational change.
	Lead Continuous improvement and Innovation	Ensures that the benefits of continuous improvement opportunities are realised across Council.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Maintains own learning agility and enables others in their personal growth.
	Lead with Emotional Intelligence	Role model values based leadership and continued focus on building resilience and leading with emotional intelligence.
	Build and maintain Technical and Operational Competence	Enables others to develop and maintain technical and operational competence.