

	Position description
Position title	Supervisor Horticulture Operations
Fixed term contract or EBA	EBA
Status	Permanent, full-time
Classification and remuneration (Remuneration EBA only)	Level 4.1
Hours of work	38 hours 5 days per week
Region	West
Primary location	Altona – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	March 2022

Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawcner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

Our purpose

We care for the living by taking care of moments that matter.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.

We hold ourselves and each other to the highest standards of professionalism and compliance.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

1. Position organisational relationships

This position will form part of the west region operational team, overseeing the Horticulture Operations across the western region. This position has the following organisational relationships:

Accountable to:	Senior Supervisor Burial Operations
Supervises:	Horticulture Operations team - West
Internal Liaisons:	Executive team, managers, supervisors and other GMCT staff
External Liaisons:	Family members, general public, community groups, funeral directors, stonemasons and others stakeholders.

2. Position context

The Operations Directorate provides the first point of contact for families and stakeholders and supports and guides them through a range of services, delivered with certainty in an environment representing care and compassion. Each role within the directorate has an opportunity to positively impact the community. All GMCT supervisors lead the expression of GMCT values through professional guidance of teams with an appreciation for staff, compliance and customer focused service delivery.

3. Position objectives

In particular, the Horticulture Services team create and maintain an environment in which services are delivered allowing families and stakeholders to connect with a strong sense of place.

Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

You may be asked to reasonably support other areas of the business which you have been trained in.

4. Key responsibilities

The responsibility of this role is as follows:

- Engaged in the supervision of not less than 2 and not more than 15 employees
 - provide hands on leadership and direction to the staff in the ongoing delivery of services and operations across all sites
 - provide leadership in the planning and implementation of improvement activities, ensuring that work units participate in improvement activities which review the efficiency, effectiveness, and appropriateness of services. Promoting continuous improvement through more effective work practices
 - plan, monitor and evaluate achievement of productivity and implement strategies to meet agreed performance indicators
- Resource allocation and scheduling
- Manages an operational budget of <\$1mil
 - participate in monthly report and provide accurate and timely advice and information to the General Manager Operations - Western Region
 - participate in the preparation and development of the annual Budget process for work unit as required in conjunction with General Manager Operations - Western Region
- Work within budgets and KPI's
 - supervise the delivery of operational, capital and related works within budget to ensure all works are completed to a high standard and within prescribed timelines and within budget parameters.

- Operate services to high standards
- Maintains collaborative cross-functional relationships to support continuous improvement to improve efficiency and effectiveness across GMCT
- Works request management
- Inform procedures
- Develop and implement SOP's
- Review SWMS
- Deliver Toolbox Talks
- Manage staff leave and rostering
 - develop staff develop and implement a staff roster and leave planner to ensure consistency of service is always maintained, including public holidays and weekends where applicable
- Develop and implement IPD process

5. Key capabilities

Essential capabilities

Capability	Proficiency level
Leadership – Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential	Advanced
Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Advanced
Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication	Intermediate
Customer centricity – Has the customer experience at the forefront of every decision and action	Advanced
Infrastructure development – Plans and manages acquisition and development of infrastructure that supports achievement of GMCT strategy	Advanced
Operational excellence – Drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk	Intermediate

Preferable capabilities

Capability	Proficiency level
Emotional intelligence – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Intermediate
Accountability and results focus – Plans effectively and takes accountability for behaviour and results	Intermediate
Change agility and resilience – Maintains composure and focus under pressure and quickly adapts to change	Intermediate
Commercial acumen – Understands the GMCT business and industry, and executes business plans to maximise performance and deliver on strategic	Intermediate

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- Cert III Successful Strategies for Team Leaders and Supervisors (Leadership Management Australia - LMA)
- A relevant qualification in operations or other discipline with significant experience with team supervision (minimum 5 years), or an equivalent combination of training and/or experience
- Knowledge of the construction/earthmoving field
- Experience in works planning, prioritising and delegation of works
- Demonstrated ability to undertake analysis, generate report on information and provide recommendations
- Certificate III or diploma in horticulture or equivalent
- Certificate III Grave digging or equivalent (desirable)
- Experience in the cemetery industry (optional)
- Skills / abilities
- Outstanding interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.
- Ability to provide sound leadership and clear direction to staff and contractors
- Well-developed computer, financial and written communication skills
- Possess cultural and religious awareness and sensitivity
- Excellent comprehension and problem solving skills
- Ability to discuss and resolve issues by problem solving and negotiation
- Excellent verbal and written communication skills

Other requirements

Technical skills

- Certificate III Horticulture
- Skid Steer /Front End Loader / Backhoe license
- Grave Safe training
- White Card
- Workplace Spotting for Service Assets (22325 Vic)

7. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position. All selection criteria are essential.

- Cert III Successful Strategies for Team Leaders and Supervisors (Leadership Management Australia - LMA)
- A relevant qualification in operations or other discipline with significant experience with team supervision (minimum 5 years), or an equivalent combination of training and/or experience
- Certificate III Horticulture
- Demonstrated ability to undertake analysis, generate report on information and provide recommendations
- Ability to provide sound leadership and clear direction to staff and contractors

8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other					

9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.

Supervisor Horticulture Operations

Signature

Print Name

Date