

POSITION DESCRIPTION

Position:	Town Custodian & Gardener - Wanaka
Department:	Community Services
Location:	Wanaka
Reports to:	Town Custodian and Gardener Supervisor - Wanaka
Date:	October 2022

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

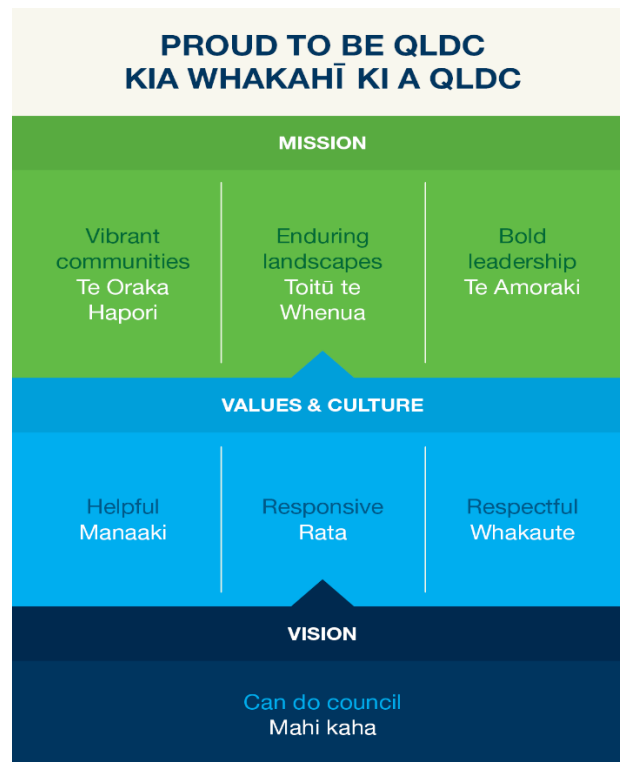
² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Gardener/Custodian assists the Supervisor Wanaka and is responsible for using a wide variety of amenity horticultural skills to carry out the development and maintenance of the Council's Parks & Reserves areas. This role has responsibilities within the gardening team and will ensure professional standards for all horticulture work undertaken on selected parks and reserves under Council management is followed at all times. This role also has responsibilities for effectively managing the cleanliness and presentation of the Town Centre for residents and visitors. You will be responsible for day to day cleaning and presentation of the town centre, liaison with contractors and retailers, and providing accurate and friendly advice to visitors.

KEY TASKS

Garden Maintenance and Development

- Ensure Wanaka garden areas are kept in a clean and tidy condition, in accordance with approved horticultural practices.

- Maintain, renovate and develop shrub, flower and rose bed areas, weeding, hoeing, leaf removal, mulching and spraying of weeds and for disease control as specified in approved spraying programme.
- Repair and ensure irrigation systems are operational.

Town Presentation

- Undertakes cleaning using appropriate methods and routines to achieve a high standard of presentation at all times.
- Identifies issues, defects and resolving these via own efforts or ensuring relevant contractor understands work.
- Builds and maintains good relationships with retailers and property managers to enlist cooperation and support for the role.
- Provides an open and welcoming manner to visitors, provide a knowledgeable response to questions.
- Maintain a high level of personal presentation by wearing complete uniform provided and maintaining it in good condition.
- Promptly actions and reports Requests for Service.

Customer Service

- Ensure dealings with the public are carried out in such a way as to promote a friendly, customer-oriented image of QLDC.
- Cultivate a professional and positive image for QLDC.

Corporate Responsibilities

- Be prepared if and when required to respond to Rural Fire, Snow events and Civil Defence emergencies. Ensure responses to emergency situation are timely, willingly undertaken and professional at all times.
- Participate as required before, during and after an emergency, including participating in training events. Occasionally this work will be required after hours, on weekends and during holiday periods.
- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- Parks staff
- Horticulture staff
- Town Custodian Supervisor
- Team Leader, Horticulture
- Manager, Parks & Operations

- Other Operations team members

External:

- Ratepayers
- Visitors
- Retailers
- Contractors

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management.

PERSON SPECIFICATION

Education/Experience

- High School Certificate (level 2 or above) NCEA.
- A current first aid certificate is desirable.
- Current full & clean New Zealand Drivers Licence.
- 2 years hands on experience in a service delivery role and experience with operating machinery.

Essential Skills, Competencies and Personal Attributes

- Excellent interpersonal skills and the ability to establish and build upon working relationships effectively.
- Good level of health and fitness; role requires heavy lifting, physical activity, operation of machinery including mechanical sweeper.
- Demonstrated ability to work within a team environment
- Excellent work ethic.
- A balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict.
- A proactive, goal orientated and focused approach to the tasks and responsibilities associated with the role.
- Excellent communication and customer services skills.
- Ability to ask for direction or assistance if unsure.
- Ability to follow procedures and work programmes.
- Responsible, self starter able to work unsupervised and show initiative.
- Basic skills in operating a wide variety of equipment.
- Availability to work as required including weekends, public holidays and evenings.
- Mechanical knowledge.

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments ▶ Champions safety and wellbeing by role modelling safe and healthy work practices
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity
Adaptability	<ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly
Customer Focus	<ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC's interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer's position and looks for opportunities to add value and create a great customer experience
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests
Valuing Diversity	<ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or 'difficult' ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment
Organisational Awareness	<ul style="list-style-type: none"> ▶ Applies an understanding of QLDC's culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use 'to get things done' ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision