

Position Description

YWNR Management Officer

Position information

Position Title:	YWNR Management Officer
Classification:	Band 6 (0.6 FTE)
Reports to:	Coordinator Open Space and Environment
Division:	City Services
Department:	Open Space and Recreation

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected, and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

The Yalukit Willam Nature Reserve Management Officer is responsible for coordinating the day-to-day management, maintenance and ecological stewardship of the Yalukit Willam Nature Reserve. The role provides technical environmental advice, oversees contractors, consultants and volunteer activities, and acts as Council's primary liaison with Reserve stakeholders to ensure works are planned, delivered and monitored in a safe, accountable and collaborative manner.

Through effective stakeholder engagement, work program coordination, contract oversight and evidence-based decision making, the position supports the protection and enhancement of the Reserve's environmental values while balancing biodiversity outcomes, public use, visitor safety, amenity and community expectations. The role is instrumental in ensuring all parties working within the Reserve understand their roles and responsibilities, and that the Reserve remains a well-managed, safe and valued public open space.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Technical environmental advice and Reserve management	• Provide technical advice to support decision making in relation to the Yalukit Willam Nature Reserve management plan, operational priorities and ecological outcomes. • Provide guidance on planting species and locations, habitat enhancement, weed and pest management and site presentation. • Interpret relevant policy, legislation, management plans and best-practice guidance when developing advice, work programs and recommendations. • Support evidence-based decisions that balance biodiversity, public open space use, visitor safety, amenity and community expectations. • Monitor work programs, service performance, site condition, hazards, stakeholder issues and customer feedback to identify improvements. • Contribute to budget monitoring, forward works planning and reporting on Reserve management priorities as required.	Reserve management decisions are evidence based, technically sound and aligned with policy, strategy and best practice.
Personnel oversight and work planning	• Oversee and monitor contractor and volunteer works within the Reserve, including routine maintenance, conservation works, small infrastructure tasks and agreed operational priorities. • Define, document and monitor work programs for the service provider, volunteers and other parties working in the Reserve. • Coordinate inspections, work planning discussions and contract meetings to confirm standards, timing, risks, access needs and stakeholder impacts. • Ensure roles, responsibilities and interfaces between Council, contractors and Reserve stakeholders	Works within the reserve are planned, coordinated and completed to an appropriate standard, with clear accountability and minimal conflict or duplication.

	are clearly understood and appropriately documented.	
Reserve stakeholder liaison and relationship management	• Act as the primary liaison between Council, its contractors, service provider and key Reserve stakeholders, including community groups, volunteers, government agencies and internal Council teams. • Build and maintain constructive relationships through formal and informal meetings, regular communication and timely issue resolution. • Support the operation of stakeholder forums and actively participate in YWNR stakeholder and committee meetings. • Identify stakeholder needs, manage expectations and provide clear advice about responsibilities, work programs and Reserve priorities.	Stakeholders are informed, engaged and clear about their role in supporting a safe, useable and well-managed public open space.
Contractor, consultant and project coordination	• Assist with the preparation of scopes, specifications, briefs and contract documentation for consultants, contractors and minor works. • Monitor contractors and consultants to ensure works are delivered safely, professionally, on time, within budget and in accordance with agreed standards. • Support delivery of nominated open space and environmental projects at the Reserve using sound project management principles. • Maintain appropriate records of inspections, issues, actions, contract performance and stakeholder commitments.	Contract documents are clear, contractor performance is monitored, and Reserve works are delivered in a timely, safe and accountable manner.
Customer experience, communications and issue resolution	• Provide prompt, professional and credible responses to enquiries, complaints and stakeholder issues in line with Council's customer service commitments. • Coordinate responses and actions with other Council departments where matters cut across operational, infrastructure, governance, communications or community engagement responsibilities.	Council is professionally represented and stakeholders receive clear, accurate and trusted communication.

	• Prepare clear correspondence, reports, meeting notes and action registers to support transparent communication and decision making. • Represent Council professionally with residents, community groups, service providers, agencies and visitors.	
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Position - Organisational Relationships

Key Internal Contacts: Program and Engagement Coordinator – YWNR, Senior Management, City Infrastructure, Communications and Engagement, Project Services, Governance, Finance, Amenity Protection

Key External Contacts: Residents, Businesses, Other Councils, Association of Bayside Municipalities, Community Groups and other environmental groups and associations, Lessees and Tenants of Council owned facilities, Visitors, Contract Service Providers, DEECA, Parks Victoria

Position - Delegations

Financial Delegations: As per Financial delegations

People and Position Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	• Accountable to accurately interpret and implement the Elsternwick Park Nature Reserve Masterplan and supporting documents. • Ability to make decisions and give recommendations and advice to Council, staff, public authorities and the community on matters regarding the Reserve. • Accountable to plan long and short-term operations to efficiently manage the functions of the Reserve. • Accountable for the accurate and efficient response to questions regarding the Reserve and its development. • Sympathetic response to residents and stakeholders regarding Reserve matters.
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	• Accountable for making sound recommendations to the Open Space and Environment Coordinator on matters regarding the Nature Reserve. • Accountable for compliance with all Council policies and procedures, legislative and statutory requirements, and Australian standards in relation to the development and management of the Reserve. • Accountable to contribute positively to the effective and efficient day-to-day operation of the Open Space and Recreation Department.
Judgement and Decision Making	• High level capacity to use judgement to accurately interpret and apply policy and regulation in decision making and provision of advice to stakeholders. • Capacity to understand the political, social and legal environment and organisational directions and priorities to all decisions and actions, where stakeholders may have conflicting interests. The position is authorised to proactively identify and solve problems and issues, sourcing guidance and advice both inside and outside of the organisation, as necessary.
Interpersonal Skills	• Be a person who is approachable and easy to deal with. • Highly developed oral and written English communication skills, including ability to clearly communicate complex information, and to prepare concise and accurate letters and reports. • Advanced ability to assess internal and external stakeholder needs and provide excellent service to address these needs. • Advanced ability to mediate solutions with and between internal and external stakeholders. • Advanced ability to deal calmly and professionally with challenging and demanding customer situations and represent Council to a high standard including but not limited to community groups, volunteers and service providers. • Ability to be empathetic, effective, and trusted when working with internal and external customers. • Advanced ability to communicate to gain co-operation from staff, service providers, State Government Departments and developers in pursuit of achieving Councils goals for the Reserve. • Ability to effectively contribute to successful teamwork and a healthy work environment within the Open Space and Recreation Department.

Qualifications and Experience	• Tertiary qualifications in environmental science, natural resource management, conservation and land management, outdoor education or a relevant discipline. • Firsthand experience in managing land for the benefit of flora and fauna in collaboration with internal and external stakeholders. • Demonstrated expertise in the relevant legislation and regulations pertaining to all aspects of flora and fauna management. • Demonstrated experience in dealing successfully with external stakeholders and other parties in the field of land management. • Ability to resolve requests for Council related issues within regulatory parameters through discussion and collaboration. • Possess a high level of oral and written communication skills including the ability to write clear and reasoned reports and assessments, appropriate permit conditions and prepare external correspondence. • Experience in providing high level customer service. • Current Victorian Driver's Licence.
Specialist Skills and Knowledge	• Ability to analyse and interpret relevant legislation, policy and technical information in relation to land management. • Ability to communicate specialist information, specifically regarding Reserve matters, in a clear and concise manner to the organisation and Council's stakeholders. • Ability to understand the long-term goals of the unit in relation to Reserve matters and the wider organisation. • Demonstrated ability to provide direction, expert advice, and constructive feedback to Reserve contractors and volunteers. • Ability to effectively use computers and record and analyse data.
Management Skills	• Advanced ability to chair and effectively manage meetings, including meetings with internal and external stakeholders. • Advanced ability to effectively manage time and prioritise work to ensure that required timeframes and work standards are met. • Ability to lead the identification and implementation of new systems and processes aimed towards continuously improving service delivery. • Ability to provide guidance to less experienced staff or contractors.

	• Ability to engage and provide direction to external consultants engaged on arboriculture matters. • Ability to oversee services contracts required to develop the Reserve to ensure compliance, that service levels are achieved, and a partnering approach is developed with the contractor. • Adapt to new situations, be resilient and maintain stable performance when under pressure or opposition. • Demonstrated ability to contribute to team building and fostering of positive team cultures. • Active participation in developing and achieving team goals and objectives within the section and across the organisation.
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What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.

- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- ***Inclusivity becomes a conscious standard practice.***
- ***We have a safe workplace where people are respected, heard and valued.***
- ***We have a thriving high-performance culture.***
- ***We are able to achieve our strategic goals.***



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety, and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce the impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

