

FRIENDS OF THE HELMETED HONEYEATER INC.

POSITION DESCRIPTION

Nursery Manager – Yellingbo Indigenous Nursery

Organisation	Friends of the Helmeted Honeyeater Inc (FOHH)
Position	Nursery Manager – Yellingbo Indigenous Nursery
Location	Yellingbo Indigenous Nursery
Employment type	Full-time; job-share may be considered
Reports to	Nursery Subcommittee through the Nursery Subcommittee Chair
Direct reports	Currently one casual nursery employee
Award / classification	Nursery Aware 2020 MA000033 – Grade 6
Document status	Approved by the FoHH Management Committee
Date	2 September 2026

1. About Friends of the Helmeted Honeyeater and the Nursery

Friends of the Helmeted Honeyeater Inc. (FOHH) is a community-based environmental organisation established to support the conservation and recovery of the Helmeted Honeyeater and its habitat.

The Yellingbo Indigenous Nursery is part of FOHH and operates as a community-based indigenous plant nursery supporting habitat restoration, enhancement and expansion across Yellingbo and surrounding catchments.

The Nursery produces and supplies local-provenance indigenous plants, provides opportunities for community participation and practical horticultural learning, and contributes to the broader conservation objectives of FOHH.

2. Position Purpose

The Nursery Manager is responsible for the effective and efficient day-to-day operation of the Yellingbo Indigenous Nursery and for ensuring that the Nursery contributes to the achievement of the purposes, goals and objectives of Friends of the Helmeted Honeyeater Inc. (FOHH).

The position has broad responsibility for nursery operations, including indigenous plant production and quality, retail and wholesale sales, customer service, orders, administration, purchasing, volunteer coordination, workplace health and safety, biosecurity, systems and records.

The Nursery Manager is a practical, hands-on leader who works with staff and a diverse volunteer workforce to ensure that nursery activities are well organised, productive, safe, educational and welcoming.

The role includes responsibility for supervising, supporting and teaching staff and volunteers in nursery, horticultural, retail and administrative activities. Volunteers may include people of different ages, abilities, skills and experience, as well as work experience students and other community participants.

The Manager works under the direction of the FOHH Nursery Subcommittee and within the policies, approved budget and delegations of Friends of the Helmeted Honeyeater Inc. The Manager is expected to exercise initiative and sound judgement in day-to-day operational matters while referring matters outside their delegated authority to the Nursery Subcommittee.

3. Goal of the Position

The goal of the Nursery Manager position is to run an effective, efficient and welcoming community nursery that produces high-quality local-provenance indigenous plants, provides a positive and productive experience for volunteers and customers, generates sustainable retail and wholesale sales, and supports the conservation goals and charitable purposes of Friends of the Helmeted Honeyeater Inc.

- maintaining reliable and efficient nursery operations and plant production
- developing and maintaining practical systems, processes and records
- building the skills and capacity of volunteers through practical participation and training
- effectively managing retail and wholesale sales, orders and customer service
- maintaining high standards of plant quality, provenance, biosecurity and workplace safety
- using available people, resources and finances effectively
- progressively improving the Nursery's capacity to meet customer demand and conservation needs, and
- working constructively with the Nursery Subcommittee, FOHH Committee of Management, volunteers, customers and other stakeholders.

Success in the role means that the Nursery is well organised, financially responsible, productive and welcoming, with the systems and capability needed to support its continued operation and future growth.

4. Role Context and Current Priorities

The Nursery is currently in a period of operational recovery and development following the loss of its previous Nursery Manager, who managed the Nursery for approximately 20 years.

A key priority of this position is to establish simple, practical and sustainable systems that ensure important nursery knowledge, records and processes are documented and accessible rather than dependent on individual knowledge.

The Manager will progressively improve production planning and records; propagation and plant stock records; seed and provenance records; sales and order records; purchasing and supplier records; volunteer information and task allocation; workplace safety records and procedures; administrative filing and digital records; and simple nursery procedures and workflows.

The Nursery currently has one casual nursery employee, expected to remain employed until 31 December 2026. There is currently no approved funding for additional paid staff.

The Manager is expected to work effectively with available staff and volunteers and to identify emerging capacity issues. If increased sales, orders or production create a need for additional paid capacity, the Manager will provide information and recommendations to the Nursery Subcommittee for consideration.

5. Key Responsibilities

5.1 Nursery Operations

- Manage the day-to-day operation of the Nursery
- Plan and prioritise daily and weekly nursery activities

- Allocate available staff and volunteer tasks according to nursery priorities, skills and capacity
- Ensure orders, production requirements and customer needs are appropriately prioritised
- Coordinate opening, closing and routine nursery operations
- Identify and resolve operational problems promptly
- Coordinate routine maintenance, equipment and site requirements
- Ensure nursery activities are organised and undertaken efficiently
- Implement decisions and directions of the Nursery Subcommittee
- Identify operational issues requiring Subcommittee consideration and provide practical recommendations.

5.2 Plant Production and Indigenous Horticulture

- Plan, coordinate and monitor plant propagation and production
- Maintain appropriate production schedules and priorities
- Monitor plant health, quality, stock levels and availability
- Ensure plants are produced and supplied in accordance with agreed quality and provenance requirements
- Maintain appropriate seed, provenance and production records
- Seed testing to check viability and/or correct species labelling
- Support ethical seed collection and appropriate handling and storage of indigenous seed
- Apply sound indigenous horticultural and nursery production practices
- Teach and demonstrate relevant indigenous horticultural skills to volunteers and staff
- Provide practical guidance in propagation, potting, plant care, weed management, plant health and other nursery activities
- Identify production problems and take appropriate corrective action
- Support the Nursery's role in supplying plants for habitat restoration and conservation projects.

5.3 Volunteers, Staff and Community Participation

- Recruit, induct, orientate, supervise and support volunteers as required..
- Allocate work according to nursery priorities and each person's skills, experience, interests, availability and capacity..
- Provide clear instructions, practical demonstrations and hands-on training..
- Teach relevant indigenous horticultural, propagation, nursery, retail and administrative skills..
- Supervise volunteers undertaking tasks and ensure that work is completed safely and to an appropriate standard..
- Adapt training, communication and supervision to suit people with different abilities, ages, backgrounds and learning styles
- Support work experience students and other community placements participating in approved Nursery activities
- Encourage volunteers to develop skills, confidence and independence while providing appropriate supervision
- Foster a respectful, safe, collaborative and enjoyable working environment
- Coordinate available paid staff and volunteers to make effective use of the Nursery's available workforce
- Identify training and development needs and provide or arrange appropriate training where practical.

5.4 Systems, Records and Administration

- Develop and document simple nursery procedures and workflows
- Progressively digitise important nursery records
- Maintain accurate production, stock, seed, provenance and order information
- Maintain appropriate customer and supplier records
- Maintain administrative records using approved FOHH systems
- Establish consistent filing and document management practices
- Ensure important operational knowledge is documented
- Identify gaps or weaknesses in existing systems and progressively address them
- Use appropriate computer software and digital systems to support nursery operations
- Ensure records are accessible to authorised FOHH personnel and retained appropriately
- Review procedures periodically and simplify them where possible.

5.5 Retail and Wholesale Sales, Orders and Customer Service

- Manage day-to-day retail and wholesale plant sales and customer enquiries
- Develop and maintain positive relationships with retail customers, wholesale customers, landscapers, restoration practitioners, organisations and project clients
- Manage incoming plant orders and coordinate their fulfilment
- Prepare quotations for retail, wholesale and project customers
- Prepare and issue invoices and maintain accurate sales records
- Prepare packing slips and other documentation required for plant orders, dispatch and collection
- Coordinate plant preparation, picking, packing, collection and delivery arrangements
- Ensure customers receive accurate information about plant availability, pricing, provenance and suitability
- Provide practical advice about indigenous plants, planting and habitat restoration
- Supervise and teach staff and volunteers undertaking retail, sales, order preparation, invoicing, packing and related administrative activities
- Ensure staff and volunteers understand relevant sales and customer service procedures
- Monitor sales, orders and customer requirements and identify opportunities for increased retail and wholesale sales
- Maintain accurate records of sales, orders, quotations, invoices and customer information
- Currently use Xero for quoting and invoicing and progressively transition relevant sales and order processes to EvergreenConnect as the Nursery's systems are integrated
- Work with relevant FOHH personnel and system providers to ensure the transition from Xero to EvergreenConnect is practical, accurate and does not disrupt customer service or order fulfilment
- Report significant sales opportunities, capacity constraints, customer issues or commercial risks to the Nursery Subcommittee.

5.6 Purchasing and Financial Administration

- Monitor routine nursery expenditure against the approved budget
- Order routine nursery supplies and materials
- Maintain appropriate purchasing and supplier records
- Manage supplier relationships
- Check invoices and supporting documentation as required
- Provide accurate financial and operational information to support FOHH reporting

- Exercise the Nursery Manager's approved purchasing delegation
- Identify budget pressures or unusual expenditure and escalate them appropriately
- The Manager may approve budgeted routine operating purchases up to \$1,000, subject to the FOHH Nursery Subcommittee Terms of Reference and applicable FOHH policies or procedures
- The Manager is not responsible for payroll or banking.

5.7 Workplace Health, Safety, Biosecurity and Risk

- Implement and maintain safe work practices in accordance with FOHH policies and relevant requirements
- Ensure staff and volunteers receive appropriate induction and safety information
- Identify hazards and take reasonable action to eliminate or control risks
- Maintain appropriate records of hazards, incidents, inspections and corrective actions
- Ensure unsafe equipment, areas or activities are appropriately controlled
- Manage routine nursery risks including manual handling, chemicals, machinery, vehicles, slips and trips, weather, working alone and volunteer activities
- Maintain appropriate nursery biosecurity and plant health practices
- Manage chemical use, waste and other environmental risks appropriately
- Participate in the WorkSafe Victoria OHS Essentials program and cooperate with the appointed Action OHS Consulting consultant
- Implement agreed actions arising from the OHS Essentials safety action plan
- Review progress against safety actions and address emerging risks
- Encourage staff and volunteers to identify and report hazards
- Stop or modify work where there is an immediate or unacceptable risk to people, plants, property or the environment
- Promptly escalate serious incidents, significant hazards or material safety concerns to the Nursery Subcommittee Chair or other authorised FOHH representative.

5.8 Community, Education and Stakeholder Engagement

- Maintain positive and professional relationships with volunteers, customers, project partners, conservation groups and community members
- Represent the Nursery professionally when dealing with land managers, restoration practitioners and other stakeholders
- Support educational visits and community activities
- Encourage community participation in indigenous plant propagation, seed collection and environmental stewardship
- Provide practical horticultural information and advice
- Promote the Nursery's contribution to habitat restoration and conservation
- Support approved communications and promotional activities
- Participate in professional development activities and opportunities as directed.

5.9 Reporting and Governance Support

- Provide concise operational information to the Nursery Subcommittee as required
- Report on production, sales, orders, volunteers, safety, financial performance and significant operational issues
- Provide information required for the Subcommittee's reporting to the FOHH Committee

- Implement decisions made by the Nursery Subcommittee within the Manager's responsibilities
- Escalate matters outside the Manager's authority or the Subcommittee's delegation
- Maintain accurate information to support operational decision-making
- Attend Nursery Subcommittee meetings when required
- Identify emerging issues and provide practical recommendations rather than simply reporting problems.

6. Authority and Accountability

The Nursery Manager is accountable for the effective day-to-day operation of the Yellingbo Indigenous Nursery and is expected to exercise initiative and sound judgement within the authority delegated by FOHH.

The Manager may make routine operational decisions, allocate work to staff and volunteers, determine day-to-day production and operational priorities within the approved Nursery plan, manage retail and wholesale customer service and order fulfilment, manage routine purchasing within the approved delegation, implement safe work practices and take action to control immediate risks, organise volunteer induction, training, supervision and task allocation, establish and improve routine operational procedures, represent the Nursery in routine dealings with customers, suppliers and community stakeholders, and recommend changes or improvements to the Nursery Subcommittee.

The Manager's current purchasing authority is up to \$1,000 for budgeted routine operating purchases, subject to the FOHH Nursery Subcommittee Terms of Reference and applicable FOHH policies.

The Manager must refer matters outside their authority to the Nursery Subcommittee or FOHH Committee as appropriate.

- determine FOHH strategic direction or strategic policy
- create or abolish paid positions
- appoint or dismiss employees
- materially change employment conditions or remuneration
- undertake payroll
- operate or control FOHH banking arrangements
- borrow money or provide guarantees or security
- enter into commitments outside approved delegations
- approve their own payments or expenses, or
- make decisions reserved to the FOHH Committee of Management.

The Manager must disclose and appropriately manage any actual, potential or perceived conflict of interest.

The Nursery Manager does not participate in decisions concerning their own employment or remuneration.

7. Key Performance Indicators

Effective Nursery Operations: Nursery activities are planned, organised and completed effectively, with production, orders, customers and priority operational requirements appropriately managed.

Plant Production and Quality: Agreed production priorities are monitored and progressed, with plants maintained to appropriate standards of health, quality and provenance.

Retail and Wholesale Sales: Retail and wholesale sales and orders are managed accurately and efficiently, including timely quotations, invoices, packing slips and order fulfilment.

Systems and Process Development: Key nursery records and processes are progressively established, digitised and documented, reducing reliance on undocumented individual knowledge.

Volunteers and Skills Development: Volunteers receive appropriate induction, task allocation, supervision and practical training, with indigenous horticultural skills progressively developed.

Safety and Biosecurity: Required safety and biosecurity practices are implemented, OHS Essentials actions are progressed, hazards are appropriately controlled and significant incidents or risks are promptly escalated.

Financial and Administrative Management: Routine financial and administrative activities are accurate, timely and within approved authority, with budget pressures and opportunities identified and reported.

Communication and Governance: The Nursery Subcommittee receives clear, timely and useful information about significant operational issues, performance, risks, opportunities and matters requiring a decision.

Leadership and Working Relationships: Staff, volunteers, customers and stakeholders are treated respectfully and professionally, and the Nursery operates in a cooperative and constructive environment.

Targets will be agreed annually with the Nursery Subcommittee and reviewed having regard to available resources, seasonal conditions, volunteer capacity and the Nursery's stage of development.

8. Essential Selection Criteria

- Demonstrated experience in nursery production, horticulture, ecological restoration or a closely related field
- Demonstrated ability to lead, supervise, teach and work effectively with a diverse range of staff, volunteers and community participants
- Excellent interpersonal and communication skills, including the ability to work patiently and respectfully with people of different ages, abilities, backgrounds, skills and levels of experience
- Experience coordinating, supervising, training or supporting volunteers
- Ability to provide clear instructions, practical demonstrations and hands-on training
- Ability to adapt communication, training and supervision to suit different learning styles and capabilities
- Knowledge of, or demonstrated ability to develop knowledge of, indigenous plant propagation and horticulture
- Strong organisational skills and the ability to plan, prioritise and coordinate a range of activities
- Ability to work independently, exercise sound judgement and solve practical problems
- Ability to work effectively under the direction of a voluntary management committee and its Nursery Subcommittee
- Demonstrated commitment to workplace health and safety and the ability to identify and manage routine workplace risks
- Ability to establish, maintain and improve practical systems, processes and records
- Competence with computers and digital systems, including email, document management, spreadsheets and relevant business software
- Experience with or ability to learn sales, quoting, invoicing, order processing and customer service systems
- Ability to maintain accurate records and complete routine administrative tasks
- A practical, hands-on approach and willingness to undertake horticultural, retail, administrative and other operational tasks as required
- Current first aid qualifications (or willingness to obtain and maintain)
- Current Working with Children check.

9. Desirable Experience and Knowledge

- Qualification or equivalent experience in horticulture, conservation land management, environmental science or a related field
- Demonstrated experience with indigenous plant propagation and seed handling
- Knowledge of indigenous flora, ecological vegetation communities and ecological restoration in the Yellingbo and surrounding areas
- Experience working in an indigenous or community nursery
- Experience with nursery production software or plant management systems, including EvergreenConnect or similar
- Experience with Xero or similar accounting/invoicing software
- Experience managing retail and wholesale plant sales
- Experience supplying plants for revegetation or ecological restoration projects
- Experience working in a community organisation, environmental organisation, charity or not-for-profit organisation
- Experience with biosecurity and plant health management
- Experience supporting work experience students, community placements or similar programs.

10. Personal Attributes

- Commitment to biodiversity conservation and environmental restoration
- A practical, hands-on approach
- Patience and respect when working with volunteers
- A willingness to teach and share knowledge
- Initiative and practical problem-solving ability
- Good attention to detail
- A systematic approach to work
- Adaptability and willingness to improve existing practices
- Ability to work cooperatively with volunteers and a voluntary governance structure
- A positive and approachable manner
- Commitment to creating a safe, welcoming and inclusive nursery environment.

11. Working Environment

The position is primarily nursery-based and involves a combination of:

- hands-on horticultural and propagation work
- working with volunteers and staff
- customer and stakeholder interaction
- administrative and computer-based work
- plant handling and manual tasks
- outdoor work in varying weather conditions, and
- use of nursery equipment and tools.

The role requires the Manager to balance practical nursery work with administration, planning, record keeping, volunteer and staff management and communication.

12. Employment Arrangements

This is a full-time position.

FOHH may consider a job-share arrangement where suitable applicants are available and the arrangement can provide effective continuity of management, clear accountability and reliable operation of the Nursery.

Where the position is job-shared, the responsibilities and performance expectations contained in this Position Description apply collectively to the position. The job-share arrangement will specify individual responsibilities, working arrangements, communication processes and handover requirements.

Regardless of the working arrangement, FOHH requires the Nursery to always have clear operational leadership and accountability.

13. Working Relationships

- the FOHH Committee of Management
- the Nursery Subcommittee and its Chair
- FOHH staff and volunteers
- Nursery volunteers and community participants
- work experience students and other approved placements
- customers and wholesale clients
- suppliers and contractors
- conservation organisations and revegetation practitioners, and
- land managers, councils and other relevant stakeholders.

The Manager is expected to communicate openly, professionally and respectfully with people across all of these groups.

The Manager works under the direction of the Nursery Subcommittee in relation to day-to-day Nursery operations and must operate within the broader governance framework of Friends of the Helmeted Honeyeater Inc.

14. Position Review

The position description will be reviewed periodically with the Nursery Subcommittee to ensure that the responsibilities remain appropriate to the size, operational needs and resources of the Yellingbo Indigenous Nursery.

The scope of the position may develop as nursery sales, production, contracts, volunteer participation and financial capacity increase.

Any material change to the position, employment arrangements or remuneration remains subject to the appropriate FOHH approval processes.

Position Acceptance

I acknowledge that I have read and understood this Position Description and understand the responsibilities and performance expectations of the position.

Employee	
Signature	
Date	
For Friends of the Helmeted Honeyeater Inc.	

Position	Signature	Date	
Authorised FOHH representative			