



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Gardening Leading Hand (FTE 1.0)

1. POSITION OBJECTIVES

The objective of the Gardening Leading Hand is to provide support to the Facilities Manager to achieve high quality and attentive gardening and landscaping services to achieve the professional presentation and functionality of Banksia's common grounds and resident's gardens.

2. SCOPE

The Gardening Leading Hand is responsible for prioritising and allocating tasks and providing supervisory support to garden staff, along with undertaking a variety of gardening and landscaping tasks. The range of duties will include response to gardening requests, scheduled gardening activities and landscaping projects.

3. REPORTING

The Gardening Leading Hand reports to the Facilities Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Leading Hand

Main activities

- Provide day to day supervision and support to garden staff.
- Allocate work tasks according to policy, available resources, staff availability and skill.
- Oversee works for quality and workmanship.
- Participate in planning meetings and discussions
- Complete checklists, registers and schedules using sector specific software.
- Respond to resident and internal requests for gardening and minor landscaping works.

4.2 Gardening Activities

Main activities

- Perform routine and scheduled gardening activities in common and / or resident's gardens.
- Use light equipment, tools and machinery.
- Undertake garden and landscaping projects and refurbishments including liaison with external trades, contractors and equipment hire suppliers.

4.3 Customer Service

Main activities

- Liaise with residents on landscaping related works, requests and issues.
- Monitor, identify and report on issues that may affect garden health.
- Provide friendly, courteous and professional service to residents.

4.4 General Duties

Main activities

- Pick up supplies and materials offsite.
- Collect rubbish.
- Completion of registers, checklists, compliance documentation and records.
- Attend team meetings and contribute to group discussions.
- Other duties as directed that are within the scope of the position, commensurate level of the Enterprise Agreement (or other industrial instrument) and within the employee's skill range

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Sound knowledge of gardening and landscaping works.
- Knowledge and appreciation of Work, Health and Safety principles and procedures.
- Ability to use computerized maintenance systems.

5.2 Skills

- Ability to use light vehicles, tools and equipment associated with works described in Item 4.
- Knowledge and skills in the safe and effective application of herbicides and pesticides.
- Ability to prioritise, delegate and work to deadlines.
- Ability to work independently and as part of a team.
- Ability to follow instructions and communicate effectively with others.
- Ability to relate positively to people in a diversity of circumstances.

- Ability to provide friendly and supportive customer service.
- Sound verbal and interpersonal skills.

5.3 Attributes

- Honest, trustworthy and reliable
- Punctual and well presented
- Able to maintain a high level of confidentiality and discretion
- Friendly, positive and willing to engage with residents and colleagues

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Certificate III in Horticulture or an equivalent qualification, or higher.

6.2 Experience

Minimum 2 years experience in a similar garden / landscape role.

6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a physical assessment and maintain physical ability to perform inherent duties of the role
- Driver's license

7. WORKING CONDITIONS

7.1 Hours of Work

76 hours per fortnight

Indicative days and hours of work are Monday – Friday 0700 - 1530

Hours and days of work are subject to change in accordance with operational requirements.

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSW NMA and HSU Enterprise Agreement 2023. The following classification applies;

Aged Care Employee - Level 7

Pay rates:

Classification	First pay after 01/08/2026
Aged Care Employee - Level 7	35.18

This is a permanent full-time position.

Salary packaging arrangements (immediately) and meals and entertainment benefits (after 3 months completed service) are available for this position.

Access to Banksia's Rewards & Recognition program which unlocks higher hourly rates in addition to monthly and annual financial bonus'.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Leading Hand	1. Supervision 2. Prioritisation & allocation 3. Quality of work	The extent to which sound, positive and responsive supervision is provided to Garden staff. The ability to identify task priorities and allocate to staff with right skills set and knowledge. The ability to monitor and respond to the quality and workmanship of completed works by others.
1. Gardening Activities	1. Completion of tasks	The extent to which the employee meets identified deadlines for cyclical and

	2. Quality of work 3. WH&S	response works. Quality and workmanship of completed works. Extent to which the employee has acted in accordance with common and organizationally specific WH&S principles and procedures
2. Customer Service	1. Customer Service	Ability to politely, consistently and competently deal with resident enquires by phone or in person.
3. Employee Behaviour	1. Attendance and reliability 2. Teamwork 3. Company values and policies	Extent to which the employee has maintained good attendance, been reliable and punctual. Extent to which the employee has contributed to the output and performance of the team and level of willingness to respond to and support others. Extent to which the employee has embraced and behaved in accordance with company values.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management or HRM may complete a file note relating to this position.

Assessments will be conducted by the FM and will be reviewed by HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals on anniversary.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.