

 <p>The Greater Metropolitan Cemeteries Trust Lasting memories, peaceful places.</p>	Position description
Position title	Planning and design officer - graduate
Fixed term contract or EBA	EBA
Status	Trainee
Classification and remuneration (remuneration EBA only)	Level 2.1 (\$62,812.71)
Hours of work	38 hours 5 days a week
Region	North
Primary location	Fawkner
Date PD adopted	January 2019

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,500 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. The organisation employs approximately 200 staff. 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 but require a workforce that is agile, resilient and up for change and innovation.

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.

2. GMCT Strategic Plan 2017 - 2022

Our 2017-2022 strategic theme – '*stepping up and reaching beyond*' - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Harkness (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will 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.

Our values are

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support.

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude.

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things.

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake.

5. Position organisational relationships

The Planning and design officer - graduate will apply their diverse skill set in landscape planning and design to cover a wide variety of projects relating to cemetery planning. GMCT has a focus on delivering the innovative design of cemetery spaces which are site sensitive, site-specific and build a sense of place in line with community needs.

Accountable to:	Senior project manager strategic projects
Supervises:	Nil
Internal liaisons:	The Chief executive officer, executive management group, leadership team and all indoor/outdoor staff
External liaisons:	Contractors, visitors, and all levels of government/government agencies

6. Position context

The Planning and design officer – graduate will be accountable for the following:

The position requires a competent person to work collaboratively with peers focussing on supporting the Infrastructure and Development team to undertake a strategic program for new planning and design initiatives that positively influence GMCT’s employee experience, culture and overall performance.

7. Position objectives

To work collaboratively with peers by assisting the team with the implementation of program through knowledge of technical drawing and documentation skills, strong graphic communication and presentation skills and project management practice and methodologies.

8. Key responsibilities

The Planning and design officer - graduate is responsible for:

- undertaking construction documentation for tender
- preparing documentation including reports, plans and briefing materials for senior management and stakeholders
- preparing drawings and imagery for reports and presentations for senior management and stakeholders
- liaising with and managing external consultants and contractors
- support the planning, design and implementation of cemetery environments, which include issues relating to environmental sustainability, cultural sensitivity and diversity, heritage, facilities, land and property

9. Key capabilities

Essential capabilities

Capability	Proficiency level
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Accountability and results focus – Plans effectively and takes accountability for behaviour and results	Foundational
<ul style="list-style-type: none"> • Completes goals and activities that are aligned to team, business and GMCT strategic objectives • Understands the GMCT Strategic Objectives and GMCT Values • Follows GMCT process and completes work in a timely manner to expected standards • Identifies issues or roadblocks and escalates appropriately • Holds self to account for results and behaviour and accepts responsibility for outcomes 	
Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction	Foundational
<ul style="list-style-type: none"> • Awareness of key internal and external stakeholders, and how best to engage with them to achieve desired results • Forms strong relationships with immediate team • Works effectively as part of a team • Adopts a flexible, open minded approach to achieving own objectives whilst supporting the achievement of broader team objectives • Understands the importance of teamwork in achieving individual and team objectives 	
Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication	Foundational
<ul style="list-style-type: none"> • Uses active listening and appropriate questioning techniques to uncover stakeholder / customer needs and drivers. • Uses relevant information and evidence to explain an idea or concept. • Communicates information in a clear, accurate, timely and structured manner. • Communicates openly and honestly. 	
Operational excellence – Drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk	Foundational
<ul style="list-style-type: none"> • Understands requirements (including risk & safety guidelines) applicable to self and others within team. • Maintains a positive, open mindset when completing work and adapting to changes/improvements to role. • When prompted, shares ideas for improvements that will enhance efficiency, effectiveness and/or productivity. 	
Grounds & graves management – Provides consistent, reliable management of grounds and graves that minimises risks and enhances customer experience	Foundational
<ul style="list-style-type: none"> • Understands the requirements and standards of grounds and graves. • Understands the types of memorials and graves that are available through GMCT. • Demonstrates understanding of the range of products, services and offerings that are available to fit different cultural needs/requirements. 	

- Has knowledge of the geography of the cemetery and how it all fits together.
- Demonstrates understanding and adherence to GMCT safety standards.
- Able to apply previous trade experience to role (eg. Small plant machinery, maintenance).

Profession specific – Knowledge, skills and experience that are required for non-industry professions	Foundational
<ul style="list-style-type: none"> • Knowledge and understanding sufficient enough to handle routine tasks. • Understands and can discuss terminology and concepts relating to the capability. • Requires some guidance or supervision when applying the capability. 	

Preferable capabilities

Capability	Proficiency level
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Emotional intelligence – Identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Foundational
<ul style="list-style-type: none"> • Demonstrates awareness and understanding of own emotions and mood. • Understands the impact that emotions can have on thinking, decision making and behaviour. • Demonstrates awareness of the impact own emotions can have on how interact with others. • Demonstrates awareness and acceptance of the cultural, religious and other demographic backgrounds of GMCT customers and stakeholders. 	

Commercial acumen – Understands the GMCT business and industry, and executes business plans to maximise performance and deliver on strategic	Foundational
<ul style="list-style-type: none"> • Demonstrates understanding of the cemeteries environment and how GMCT operates. • Understands who GMCT’s competitors and stakeholders are. • Understands the Cemeteries Act and relevant legislation, and how they impact GMCT. • Understands financial metrics and their impact on the business. • Understands the linkages between GMCT strategy and team/individual objectives. 	

Innovation – Actively seeks out ways to create and take advantage of opportunities to improve business performance and the customer experience	Foundational
<ul style="list-style-type: none"> • Finds and uses information from a variety of sources when solving problems. • Identifies everyday process improvements and comes up with innovative ideas within own role. • Understands why learning from the past when planning for the future is important, and how a focus on the future relates to GMCT’s objectives. 	

Customer experience – Delights our customers by delivering respectful and dignified experiences and services

Foundational

- Uses appropriate questioning techniques to understand the underlying issue/need for a customer.
- Draws on knowledge to provide accurate and appropriate information to customers.
- Clearly articulates how a product or service meets customers' needs.
- Knows where and how to find additional resources to help the customer.
- Always acknowledges and engages the customer.
- Understands and respects varying cultural, religious, demographic (and other) backgrounds of customers.
- Understands how to drive and close sales.

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct.
- Uphold and enhance the reputation of GMCT.
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend regional and team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.
- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the identification, development and maintenance of the health and safety improvement action plan.
- Develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy.
- Assist their manager in the input of risks, hazards or environmental risks into the risk register database.
- Implement hazard management practices in their daily activities.

- Report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures.
- Comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position.

All selection criteria are essential unless marked as 'desirable'.

Qualifications and experience

- A tertiary qualification in urban planning, landscape architecture or equivalent.

Skills / abilities

- maintain confidentiality and use sound judgment
- written and oral skills for reporting and presentations
- ability to read, understand and communicate current methodologies and data pertaining to population growth trends and death forecasting in greater Melbourne
- ability to produce a range of complex technical and presentation material
- ability to work with senior team members to develop concepts through to detailed designs
- ability to engage in a personable manner
- ability to work in a multidisciplinary and varied environment
- ability to adapt and respond favourably to change.

Other requirements

- initiative and effective time management skillset to carry out assigned responsibility along with completing projects to the highest standards favourable
- be hardworking, self-motivated and keen to join a multi-disciplinary team
- attention to detail
- understand design principles pertaining to site and context, feasibility and due diligence concepts
- knowledge of current statutory legislation, rules and regulations associated with:
 - land use
 - development capability
 - due diligence assessment
 - master planning
 - approval process and management, and
 - environment heritage
- a team player who values diversity.

Technical skills

- sound knowledge of microsoft office suite
- strong design and documentation experience using autocad, adobe creative suite and sketch up
- proven graphic and presentation skills, including the ability to design and draft concept plans, master plans and working drawings for landscape documentation.
- formal project management skill set highly considered.

[If you require assistance completing the 'Relevant Physical Requirements table below, please contact HR.

Relevant physical requirements

Requirements	Frequency of occurrence (check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting - vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking - whilst carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking - on uneven ground	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving - passenger vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - desktop	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms , signals, disturbance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other					

I have read and understood the requirements of this role

Employee

Signature

Print name

Date

Manager

Signature

Print name

Date