POSITION DESCRIPTION

Job Title and Classification	Operational Delivery Support Officer, Level 3
Location	Canberra, ACT
Program/Department	Restoration Operations
Employment Status	Casual
Reports to	Relevant Operational or Business Lead
Direct Reports	Nil

Primary Purpose

The Operational Delivery Support Officer provides flexible, hands on operational support across Greening Australia's restoration, seed, nursery, community and program delivery activities.

The role undertakes practical field and operational work while also providing routine customer, administrative, logistics and participant support according to business needs and individual capability.

Depending on location and operational requirements, activities may include field and planting work, seed collection and processing, nursery activities, order preparation and dispatch, customer enquiries, administration, volunteer and participant support, and assistance with program delivery.

The role provides flexible operational capacity across the business, supporting day to day delivery, peak workloads and continuity during periods of leave or increased demand.

Stakeholders

Internal	• Operational and Business Leads • Restoration Operations teams • Seed and nursery teams • Program Delivery staff • People, Safety and Culture • WHS team • Finance and administration teams
External	• Customers and clients • Schools and education representatives • Volunteers and community participants • Contractors and suppliers • Landholders and delivery partners • Community groups

Key Responsibilities

Practical and Field Delivery

- Support planting, revegetation, environmental restoration and community greening activities.
- Undertake practical activities including site preparation, planting, weed management, seed collection, nursery activities and general field support as required.
- Assist with delivery day setup, pack down and operational logistics.
- Prepare, move and maintain materials, tools, equipment and other operational resources.
- Support safe, organised and effective delivery alongside Greening Australia staff, contractors, volunteers and community participants.

Seed, Nursery and Operational Support

- Assist with seed collection, receivals, preparation, cleaning, processing, testing and storage activities according to established procedures and individual capability.
- Assist with stock selection, seed preparation and blending or mixing activities as required.
- Prepare, pack and dispatch customer orders.
- Assist with stock handling, inventory records and quality control processes.
- Undertake practical nursery activities including propagation, growing, maintenance, stock movement and dispatch as required.
- Maintain safe, clean and organised work areas.

Customer and Administration Support

- Respond to routine customer enquiries by telephone and email in a professional and helpful manner.
- Assist with customer orders, sales administration and routine customer service activities within established processes and individual capability.
- Undertake data entry and maintain accurate operational, customer, inventory and delivery records.
- Assist with routine administrative tasks associated with seed, nursery, program and operational delivery.
- Escalate technical, pricing or complex customer enquiries to the appropriate team member.

Volunteer, Community and Program Support

- Support volunteers, schools, community groups and other participants undertaking Greening Australia activities.
- Assist with participant coordination, site setup, attendance records, materials and delivery logistics.
- Provide practical support to staff coordinating volunteer, community and program activities.
- Engage positively and professionally with volunteers, students, teachers, customers and community stakeholders.
- Provide additional operational support during periods of leave, peak workloads or increased delivery requirements.

Safety and Values

- Work in accordance with Greening Australia WHS requirements, policies and procedures.
- Follow established work instructions, safe work practices and site requirements.
- Use equipment and personal protective equipment appropriately and report hazards, incidents or equipment issues.
- Contribute to a safe, organised, respectful and responsive working environment.
- Operate in alignment with Greening Australia's values and behavioural expectations.

Position Requirements	
Essential	• Demonstrated ability to undertake practical, hands on and physically active work. • Strong interpersonal and communication skills, including confidence communicating with customers, volunteers and community participants. • Good organisational and administrative skills and the ability to maintain accurate records.

	• Comfortable using basic computer systems and willing and able to learn relevant Greening Australia business systems. • Reliable, adaptable and able to work across changing operational requirements. • Ability to follow established processes and work effectively with appropriate direction. • Ability to work both independently and collaboratively as part of a team. • Current C Class Driver's Licence. ▪ Current Working with Children Check, or ability to obtain one where required. ▪ Chem Cert, or ability to obtain one where required
Desirable	• Experience in environmental restoration, revegetation, nursery operations, native seed, horticulture, land management or a similar operational environment. • Experience in customer service, sales administration or order fulfilment. • Experience working with volunteers, schools or community groups. • Experience in seed collection, cleaning, processing, storage or native plant propagation. • Experience using inventory or business management systems. • First Aid Certificate.

Key Performance Indicators

Specific achievement requirements and targets for the function and scope of the role are determined each year and are subject to ongoing discussion as part of the Performance Development and Review process.

Competency Framework

The Greening Australia Competency Framework identifies the skills needed to successfully complete the Accountabilities and Outcomes of each role. Our core competencies are linked directly to the Greening Australia Values and are as follows:

1. Knowledge and Capability
2. Accountability
3. Leadership
4. Communication
5. Collaboration
6. Innovation & Strategy
7. Project Management
8. WHS Leadership

Values

- We Put People First
- We Take Action to Find Solutions

- We Collaborate for Impact
- We Are Accountable for our Commitments