

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Production Operations Manager

Location: Yarralumla Nursery

Classification: SOG C

Reports to: Senior Director, General Manager

Position number: P71310

Date last reviewed: 07/11/2025

Division: Territory and Business Services

Position requirements: Refer to Compliance Requirements/Qualifications section below

Business unit: Yarralumla Nursery

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

The City and Environment Directorate (CED) delivers a wide range of services which Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, building and managing our roads, footpaths and cycle paths, operating our public transport system, and maintaining many of Canberra's lakes and ponds. A number of the ACT Government's commercial operations are run by CED, including ACT NoWaste, Capital Linen Service, Yarralumla Nursery, and Canberra Memorial Parks.

BUSINESS UNIT OVERVIEW

The historic Yarralumla Nursery is the largest wholesale nursery in the southern tablelands, which has a socially inclusive team of approximately 30 staff. The Nursery propagates and grows over 300,000 cool climate plants annually from its own plant stock and seed bank including local, rare, and endangered species. We sell high quality plants to landscape, wholesale, and retail industries; Landcare groups; and local, state governments, as well, as the Australian Government.

POSITION PURPOSE

The Production Operations Manager plays an important role in enabling the Yarralumla Nursery team to meet its operational objectives. This role is well-suited to someone with a genuine passion for horticulture, a collaborative approach, and a solutions-focused mindset. Strong interpersonal skills are essential to foster teamwork, build rapport, and inspire others in a dynamic production environment.

A solid foundation in horticultural and nursery production practices is critical to consistently deliver high-quality plants to customers. The successful candidate will bring a proactive approach to problem-solving, with the ability to identify operational challenges and implement practical, effective solutions. They will be capable of planning and delivering environmentally responsible and efficient services, while aligning team efforts with broader government priorities.

Leadership is central to this role. The ideal candidate will demonstrate the ability to lead, energise, and positively influence both team and individual outcomes. They will apply values-based leadership and effective employee engagement strategies to align performance with nursery goals and build long-term capability across the team.

Maintaining a safe and supportive working environment is a core responsibility and should be second nature to the successful candidate. In addition, strong ICT skills are required to support analytical and reporting functions. This includes preparing strategic production plans, conducting statistical analyses, and developing business cases to inform operational decision-making and drive continuous improvement.

DUTIES / RESPONSIBILITIES

The Production Operations Manager will perform the following tasks independently or as part of a team:

General Duties

- Demonstrated leadership and management skills, including the ability to allocate and monitor resources, contribute to strategic planning, and implement policy initiatives aligned with organisational goals.
- Manage complex nursery production operations and produce container plants in a government business unit in line with horticultural standards.
- Produce production and benchmarking reports as required to support the development of nursery budgets and business plans. Prepare statistical analysis reports on the nursery's production performance.

- Manage, plan, coordinate, and supervise the production operations at Yarralumla Nursery, with a focus on plant suitability, future projects and general sales.
- Manage, co-ordinate and support additional programs such as apprentices, volunteers, graduated return to work, work experience and community services.
- Liaise with major suppliers to build strong relationships. Prepare complex tenders and project manage major contracts.
- Provide proactive leadership by managing the ongoing needs of production staff, including training, career development, and wellbeing support, while fostering a consultative and respectful workplace culture.
- Undertake and manage procurement and contract management activities in accordance with ACT Government Procurement guidelines.
- This position includes but not limited to the direct supervision of 14 staff members.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Strategic management capabilities, with a strong focus on production optimisation and productivity improvement. Proven ability to critically analyse and evaluate horticultural production programs, through the implementation of lean production techniques, enhanced scheduling practices, and appropriate resource allocation to align with organisational goals.
2. Proven ability to recruit, lead and develop high-performing, diverse teams in a complex nursery production environment, with a focus on professional development and applying appropriate training resources.
3. Extensive technical expertise and analytical acumen in horticulture, with proven experience in strategic planning, data-informed decision-making, and the assessment of production systems. Ideally within container plant production in cool climate regions.
4. Highly developed communication and stakeholder engagement skills, including the ability to prepare and present strategic reports, tenders, and procurement processes, while building and strong relationships with internal and external stakeholders across government and industry.
5. Demonstrated commitment to ethical leadership and organisational values, including fostering a respectful, inclusive, and safe workplace culture aligned with the CED values, ACTPS Code of Conduct, and best practices in workplace health and safety.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Driver's licence Class C is essential.

- Certificate III in Horticulture or equivalent with a minimum 5 years demonstrated competence in the propagation and production of nursery plants is desirable.
- This position requires a pre-employment medical prior to employment to ensure the employee has the ability to:
 - Lift heavy materials (16-20kg)
 - Bend repeatedly
 - Carry out a variety of other heavy manual work
 - Work outdoors in all seasons
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Production Operations Manager position number P71310 and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally