

**MINISTRY OF AGRICULTURE, FISHERIES & MINING**  
**JOB DESCRIPTION AND SPECIFICATION**

<b>Job Title:</b>	Facilities/Operations Manager
<b>Job Grade:</b>	SOG/ST 5
<b>Post No:</b>	7906
<b>Division/Section/Unit:</b>	Public Gardens & Zoo/Rural Gardens/Cinchona
<b>Reports to:</b>	Superintendent (SOG/ST 8)
<b>Manages:</b>	Tour Guide (GMG/AM 1) Senior Gardener (LMO/TS 4)

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE JOB SIGNIFIED BELOW.**

### **JOB PURPOSE**

Under the general direction of the Superintendent (SOG/ST 8), Public Gardens & Zoo, the Facilities/Operations Manager (SOG/ST 5) plans, organises, and manages the daily operations of the Cinchona Gardens. There is the requirement to oversee the proper maintenance and security of the facilities and to direct, guide, ensure and facilitate organisational effectiveness and efficiency and adherence to established standards and operating practices and procedures.

The incumbent is also required to coordinate and facilitate ongoing research and conservation activities and to ensure that visitors are welcomed, properly informed and educated on as many aspects of the operations of the Gardens as required.

### **KEY OUTPUTS**

- Facilities management systems developed and monitored
- Gardens maintained and all activities supervised
- Monthly, quarterly, annual and technical reports prepared
- Budgets, schedules, preventative and maintenance plans developed.
- Properties, grounds and equipment are inspected and monitored
- Plant collection programme managed
- New plant species identified and labelled

- Educational tours organized and coordinated
- Health, safety ,security, quality and regulatory guidelines effected
- Buildings, furniture tools and equipment maintained
- Training of staff and students coordinated and conducted
- Inventory prepared and maintained
- Waste management programme monitored and maintained
- Staff coached and needs identified and addressed

## **KEY RESPONSIBILITY AREAS**

### **Management/Administrative Responsibilities**

- Develops in collaboration with the Superintendent targets, objectives activities, systems, and procedures for effective management.
  - Determines the day-to-day and long-term needs of the Gardens and develops them in conjunction with the Superintendent's plans and operating methods.
  - Provides leadership, direction, guidance, and support to staff.
  - Prepares annual budgets for the Gardens;
  - Prepares and implements maintenance schedules for mowing, pruning, weeding, irrigation, fertilizing, and pest control.
  - Monitors budget and funds allocated to the Gardens by certifying expenditure.
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- Prepares pay bills for submission to the Superintendent of Public Gardens & Zoo for approval.
  - Prepares and submits progress reports on all activities in the Gardens
  - Recommends the employment of additional staff where necessary.
  - Monitors and maintains the attendance register.
  - Maintains the inventory and requests materials, supplies, and equipment for use in the Gardens.
  - Monitors the performance targets/outputs of staff and ensures adherence to their work plans /schedules.
  - Provides guidance/advice to members of staff on organizational regulations/policies and guidelines.
  - Participates in the preparation of, corporate, operational plans and budget for the Branch.
  - Supervises the activities on work schedules.
  - Conducts staff meetings and briefings
  - Attends and participates in meetings to discuss administrative matters, work plans, and the evaluation of work.

### **Technical/Professional Responsibilities**

- Manages the operations of the Gardens, reviews operating practices and procedures and implements improvements where necessary.
- Inspects and monitors the Gardens to ensure adherence to agreed established

standards.

- Collaborates with the Superintendent and personnel at Head Office in promoting services, programmes, and activities of the Gardens.
- Monitors funds allocated by approving expenditure and ensuring that expenditure conforms to budgetary parameters.
- Writes reports, letters, and briefs on various activities within the facility.
- Ensures that regulations and established procedures are correctly applied.
- Investigates complaints and operations generally and makes changes as required so that the services provided meet the needs of the clients.
- Keeps management informed by reviewing and analysing operations and writing special reports summarizing information and identifying trends.
- Assists in identifying projects for development of Gardens.
- Arranges for the conduct of guided tours of the Gardens for schools, foreigners and local visitors and monitors tour guides operations.
- Ensures that all plant specimens are properly identified and labelled.
- Monitors the status of all plant specimens in the Gardens to determine the need for additional plant species and supervises their proper establishment and maintenance.
- Liaises with the Horticulturist and Botanist to implement technical practices in the proper care of plants/lawns in the Gardens.
- Participates in identifying areas for research activities and coordinates and participates in research activities.

- Actively participates in the plan Monitors the status of all buildings, fences, pools and all other structure in the gardens and ensures that they remain in good repair.
- Monitors and maintains sanitation arrangements for the facility.
- Ensures that the plant nursery produces adequate and suitable plants for use in the Gardens.
- Monitors the plant collection programme.
- Coordinates the preparation of plants for sales and rental.
- Ensures that all equipment and machines are operating properly and maintained in keeping with the Maintenance Schedules.
- Plans and leads promotional activities at the Gardens and participates in others hosted by the Branch.
- Orders material, supplies and equipment as required and maintains appropriate records/inventory.
- Prepares maintenance schedules on a weekly basis and monitors activities to ensure implementation.
- Prepares Pay bills accurately and submits them on a fortnightly basis at least four (4) days before payday.
- Maintains the waste management and irrigation systems.
- Executes general maintenance systems including organising maintenance of the landscaped areas.
- Manages plant and soil nutrition programme for the facility.
- Assists with the Plants for Sale and Rental Programme according to Branch's operational plan
- Builds relationships and organises outreach programmes to the community to promote the work of the facility and provide information on agricultural best practices.
- Participates in the Branch's special horticultural and agronomical projects
- Represents the Branch at meetings, conferences and workshops

### **Human Resource Responsibilities**

- Participates in the recruitment of staff for the Gardens and recommends promotion, termination and leave in accordance with established GOJ Human Resources policies and procedures.
- Ensures that staff members are aware of and adhere to the policies, procedures and regulations of the Ministry.
- Provides leadership and guidance to direct reports through effective planning, delegating, communicating, training, mentoring and coaching.
- Ensures the welfare and development needs of staff in the Branch/Unit are clearly identified and addressed.
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Gardens and Branch.
- Manages the performance of direct reports consistently.
- Mentors, coaches, trains, appraises and rewards staff in keeping with GOJ guidelines.

## **Other Responsibilities**

- Performs other related duties assigned from time to time.

## **PERFORMANCE STANDARDS**

- Facilities management systems developed and monitored consistently
- The Gardens are closely supervised to ensure that maintenance activities are consistent according to Horticultural/Agronomical standards
- Accurate monthly, quarterly, annual and technical reports are prepared in the required format and timeframe.
- Budgets, schedules, preventative and maintenance plans are prepared annually in accordance with government guidelines.
- Properties, grounds and equipment are inspected on a regular basis and activities are monitored to ensure implementation.
- Plant Collection programme maintained based on the Branch's standards and best practices.
- New plant species identified and labelled in a timely manner.
- Educational tours organized and efficiently coordinated
- Effective and comprehensive health, safety, security, quality and regulatory guidelines established in keeping with best practices.
- Buildings, furniture tools and equipment maintained and closely monitored in keeping with maintenance schedules and GOJ standards
- Training of staff and students conducted based on the existing needs and in accordance with standard operating procedures of the Branch.
- Inventory maintained according to Procurement guidelines
- Waste management programme efficiently managed
- Staff needs are clearly identified and addressed in a timely manner

## **REQUIRED COMPETENCIES**

### **Core**

- Excellent management skills
- Excellent leadership skills
- Excellent negotiating skills
- Excellent people management skills
- Strong influencing and networking skills
- Strong interpersonal skills
- Good analytical thinking skills
- Good oral communication skills
- Good written communication skills
- Good presentation skills
- Strong team building and staff development skills
- Good planning and organising skills

- Good conflict management skills
- Good customer and quality focus skills
- Good problem-solving and decision-making skills

**Technical**

- Knowledge of the policies and procedures of the Ministry
- Knowledge of the Staff Orders and related Government regulations, policies and procedures.
- Proficiency in the use of relevant computer applications
- Sound knowledge of Horticultural, landscaping and garden maintenance
- Good knowledge of facility and site management
- Basic knowledge of waste management
- Working knowledge of Botany
- Good knowledge of records keeping
- Good Human Resources Management skills
- Knowledge of Budget Preparation

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor’s Degree in Agriculture or related field from an accredited institution.
- Two (2) years’ related experience

**OR**

- Graduate with an Associate Degree
- Four (4) years’ related experience

**OR**

- Diploma in Agriculture /NVQJ Level 3 in Horticultural/ Landscape/ Turf Management from an accredited institution.
- Minimum of six (6) years’ related experience

**CONTACTS**

(i) Within the MOAF

Contact	Purpose of Communication
Superintendent of the Public Gardens & Zoo	To provide advice, to receive guidance and approval of work programmes; and to provide reports and updates.
Directors and Managers	To collaborate and share information To elicit commitment/ support for various activities

Human Resources staff	To obtain advice on HR issues and to communicate resources needed for various operational issues.
Staff supervised	For staff meetings, to provide direction, guidance and support. To delegate and evaluate work and to collaborate and share information.
Research and Development staff	To provide and obtain updates, share information
Accounting and Financial team	To expedite bills for payments and services and other accounting and financial issues
Public Relations and promotional team	To discuss promotional and marketing issues for e.g. Shows, displays, exhibitions and other events.

(ii) External Contacts (required for the achievement of the position's objectives)

Contact	Purpose of Communication
Representatives of various public and private sector organisations	To verify information and provide information and to partner on various activities.
Farmers, NGOs and representatives of Farmers' Associations	To build stakeholders' networks and to establish partnerships and linkages, to services required and to obtain feedback on various plans and programmes.
Affiliated Government Agencies	To establish and maintain relationships to facilitate the sharing of information. To train and enlighten stakeholders and to elicit feedback on opportunities for the Gardens and scenic Avenues.
Community and other stakeholders	For outreach and to collaborate and share information to strengthen and enhance the Branch.

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Required to live on premises and to respond to emergencies at any time of day and night seven days per week including Public Holidays.
- Required to work under extreme conditions (dust and water) on occasions.
- Exposed to harassment, threats and abuse hostile persons invading the compound seeking employment, caught stealing or vandalizing property, or from persons where animals are impounded for trespassing and damaging the property of the Branch.

## **AUTHORITY**

- Makes recommendations for changes in guidelines
- Approves vacation leave
- Signs off on Bill payments