

Role Description

Horticulture Coordinator East



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services Division/Horticulture
Location	Sydney
Classification/Grade/Band	Horticultural Trades/Officer Level 8
Role Number	51013629
ANZSCO Code	362214
PCAT Code	1119192
Date of Approval	November 2025
Agency Website	www.mhnswnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Conservation and maintenance of the gardens and grounds at the six MHNSW sites in the East, and presentation of these gardens and landscapes to the highest standards for the access, interpretation, enjoyment and education of visitors in accordance with the philosophies and corporate plan of Museums of History NSW.

The six East sites are Vacluse House, The Mint, Elizabeth Bay House, Susannah Place, Hyde Park Barracks and Museum of Sydney. The Horticulture Officer – East is based at Vacluse House but will be part of the team that rotates to maintain other sites, as required.

Key accountabilities

- Collaborate with and support the Horticulture Coordinator to implement garden and horticultural work and maintenance programs at the East sites ensuring the effective and efficient delivery of horticultural services and duties to maintain, conserve and develop the character and composition of MHNSW sites' historic gardens, landscapes and plant collections.
- Coordinate the management of Vaucluse House gardens and grounds, including the presentation of the Pleasure Garden, Kitchen Garden ongoing planting program, and tree works, garden infrastructure, plant propagation and acquisition program at all sites. Plan and undertake projects with the endorsement of the Horticulture Coordinator eg Kitchen Garden seasonal planting, refresh bamboo garden at EBH.
- Lead the day-to-day coordination and work program for the three Horticulturists in the East team.
- Provide information and interpretation of the site's garden history, horticulture and plant conservation to engage and inform site visitors and to promote the site's horticultural preservation and development.
- Assist in the preparation and actioning of maintenance programs for the control of plant diseases and insects to ensure long-term soil, plant and garden nutrition and conservation by undertaking pest and weed control, soil conditioning and propagation activities while preserving the existing collection of heritage species in accordance with industry standards and established work health and safety policies and procedures.
- Conduct regular audits of the property to identify those areas of the gardens and landscapes that require immediate or planned responsive action such as the removal of fallen tree limbs, weeds, litter, self propagated foreign plants, diseased or dying plants and replant healthy, site-relevant plants as appropriate.
- Work in accordance with MHNSW Work, Health and Safety policy and related procedures to ensure horticulture work activities do not endanger the health and safety of workers or other people at MHNSW properties, including contractors, visitors, school groups and events, and including working in accordance with property specific safe work procedures for plant, equipment, chemicals and high risk activities to ensure known risks are eliminated or minimised as reasonably practicable.
- Liaise with the Horticulture Coordinator to confirm that all plant and equipment, including personal protective equipment, is maintained and in good working order and other resources are well stocked.

Key challenges

- Maintaining the highest standards in gardens and grounds presentation, compliance and safety across the six sites, whilst leading the East team and responding to their needs.
- Performing a wide and varied range of garden maintenance and conservation tasks to care for the diverse needs of MHNSW's living gardens and historic landscapes across a distinctive range of sites and geographic locations, open to the public.
- Adapting modern horticultural practices to the historic sites and landscapes while managing the effects of adverse weather, including sustained periods of drought, torrential rain or gale-force winds that directly impact on the sites' gardens.

Key relationships

Who	Why
Internal	
Horticulture Coordinator	• Provide regular updates on projects, issues and priorities. • Receive direction on coordinating forward work program for the East team as well as duties for daily tasks and scheduled programs, events and displays.

Who	Why
	• Develop and implement Vaucluse House gardens and grounds maintenance plan. • Balance the operational gardening and landscaping requirements. • Develop and implement horticultural and maintenance plans for both routine and extraordinary garden and landscape management. • Contribute horticultural advice related to garden heritage, conservation and opportunities to introduce visitors to the possibilities and advantages of native plants. • Collaborate with to supervise and coordinate the work and activities of other staff members in the Horticulture Coordinator's absence. • Inform and request support. • Escalate priority issues when necessary. • Maintain operational records as required.
Horticulturists	• Supervise and coordinate the work and activities of East Horticulturists. • Provide advice on work program, projects, issues and priorities. • Plan and communicate staffing requirements. • Apply leadership skills whilst providing supervision and support to East team.
Visitor & Interpretation Officers and other Portfolio staff	• Liaise in relation to the provision of horticultural development and garden maintenance. • Collaborate and work as a team member across a variety of sites and landscapes, each with their own differing gardens and landscape characteristics and operational practices. • Escalate visitor queries, feedback or complaints, when relevant, to achieve positive outcomes for the Portfolio. • Train, educate and assist with the supervision of staff in bush regeneration methods, techniques and rationale to support the implementation of MHNSW's conservation management plan and horticultural maintenance plan of the sites.
Staff across the agency	• Manage communications, resourcing and practical challenges that arise from an organisation with limited resources dispersed over a number of sites. • Work within a multi-disciplinary team that delivers conservation, interpretation, commercial and other outcomes. • Develop effective working relationships with specialists in diverse teams across MHNSW. • Consult in relation to the provision of horticultural development and garden maintenance.
Portfolio Volunteers	• Inform in relation to the provision of horticultural development and garden maintenance. • Provide information about horticultural duties, garden maintenance and special events' preparation. • Network and maintain effective interaction and cooperation. • Train, educate, mentor and assist with the supervision of staff in bush regeneration methods, techniques and rationale to support the

Who	Why
	implementation of MHNSW's conservation management plan and horticultural maintenance plan of the sites.
Farm & Facilities Assistant	• Communicate schedule and use of plant and equipment. • Follow site rules for the storage, use and maintenance of plant. • Inform the farm manager of damaged or broken equipment in line with tag out procedures. • Ensure all team members are trained, instructed and supervised in use of Plant.
External	
Educational, Tourism and Community groups, general public, visitors and other stakeholders	• Promote the interests and programs of the Portfolio site, including providing prearranged guided garden tours • Respond to horticultural enquiries and assist with related horticultural queries and concerns. • Develops, maintains and promotes positive and professional relationships.
Key external stakeholders including government departmental and local government representatives	• Represent and promote the interests of Museums of History. • Maintain current horticultural knowledge and current developments within the horticultural sector.
Industry peers Professional associations and networks	• Establish effective networks with broader industry peers accountable for horticultural preservation and conservation of historic and heritage gardens and with similar roles across other jurisdictions, to enable performance benchmarking, to maintain currency of industry standards and practices and to share knowledge and best practice.

Role dimensions

Decision making

This role:

- Exercises judgement, within overall direction from the Horticulture Coordinator, for planning, organising and implementing priorities and managing day-to-day operational requirements.
- Makes decisions and applies judgement in planning and selecting appropriate resources and equipment, options and processes required to deliver agreed outcomes, with minimum or no supervision. Consults with supervisor on issues with the potential to escalate or create precedent.
- Works under minimal supervision and is accountable for the delivery of horticultural work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes.
- Provides expert horticultural knowledge and advice to contribute to the overall conservation and maintenance strategies and plans to ensure the effective and efficient preservation and development of the gardens and landscapes across the various MHNSW sites.
- Refers to the Horticulture Coordinator for decisions that require significant change to the agreed plan that are likely to cause undue risk, create substantial precedent or are outside of delegation limits.
- Assists with the planning, leading and organising of the work of the horticultural team to achieve agreed objectives and performance criteria as requested by the Horticulture Coordinator.

Reporting line

This role reports to the Horticulture Coordinator.

Direct reports

The following roles report directly to the Horticulture Officer – East:

- Horticulturists x 2 (FT)
- Horticulturist x 1 (PT)

The role is responsible for a total staff of 3.

Budget/Expenditure

Nil

Essential requirements

- Appropriate trade qualifications and 2 – 3 years post-qualification work experience in a public garden with high presentation and horticultural standards.
- TAFE qualifications in Horticulture and/or equivalent.
- Comprehensive knowledge and proven experience in pest and weed control, including safe use and application of hazardous chemicals.
- Demonstrated experience in a wide range of horticultural duties including arboriculture, soft and hard landscaping incorporating gardening practices, techniques and rationale, plant recognition, cultivation and propagation and turf culture.
- Demonstrated ability to safely use, maintain and make minor repairs to mechanical and other gardening equipment.
- Ability to operate a chainsaw in line with required guidelines.
- Possession of a valid NSW driver's licence with the licence to operate manual vehicles.
- Possession of first aid certificate.
- Knowledge and implementation of Workplace Health and Safety and safe manual handling practices.
- Ability to manage lifting, carrying, standing, kneeling and moving around heritage sites, both internal and external environments is a genuine workplace requirement.
- Willingness to work across and ability to travel to multiple work locations.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

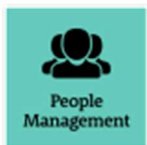
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
-----------------------	-----------------	------------------------	-------

 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	- Focus on key points and speak in plain English - Clearly explain and present ideas and arguments - Listen to others to gain an understanding and ask appropriate, respectful questions - Promote the use of inclusive language and assist others to adjust where necessary - Monitor own and others' non-verbal cues and adapt where necessary - Write and prepare material that is well structured and easy to follow - Communicate routine technical information clearly	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	- Seek and apply specialist advice when required - Complete work tasks within set budgets, timeframes and standards - Take the initiative to progress and deliver own work and that of the team or unit - Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals - Identify any barriers to achieving results and resolve these where possible - Proactively change or adjust plans when needed	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Plan and coordinate allocated activities - Re-prioritise own work activities on a regular basis to achieve set goals - Contribute to the development of team work plans and goal setting - Understand team objectives and how own work relates to achieving these	Foundational
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	- Perform basic research and analysis to inform and support the achievement of project deliverables - Contribute to developing project documentation and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify and escalate possible variances from project plans	Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational