

Position Description

Position Title:	Nursery Manager
Business Group:	ASQ Garden & Landscape Pty Ltd
Reports to:	General Manager Garden & Landscape
Department:	Eaglehawk Nursery
Supervises:	Nursery Supervisors/ Workers
Classification:	General Retail Industry Award

Company Overview

ASQ Garden & Landscape is an integral division within the ASQ group, providing a professional network of retail and trade outlets. We distribute many of our own products and complement this with other quality garden and landscape products, to provide an extensive range for our customers. Our Garden & Landscape sites are presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge and services.

Position Overview

The Nursery Manager oversees the day-to-day operations of the nursery or garden centre, ensuring efficient operations, exceptional customer service, and a thriving, well-maintained plant and product range. The role is responsible for supervising team members, managing product lines, overseeing purchases, and monitoring budgets related to staff wages and nursery inventory.

This position is not responsible for full site management but works collaboratively with the Yard Manager and General Manager on nursery specific operations to support strategic goals for the nursery/garden centre, ensuring high standards are upheld in operations, sales, and staff management.

Key Responsibilities

- 1. Ensure compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)].**
 - Adhering to ASQ policies and procedures.
 - Ensuring workers adhere to ASQ policies and procedures.
 - Compliance with the ASQ WHSE Management System including inductions, hazard reporting, take 5's, incident reporting, Safe Work Method Statement (SWMS), risk assessments, Routine Activity Calendar (RAC), Safe Work Practices (SWP), site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, Lock Out Tag Out and participation in trainings.
 - Adhering to the Guidelines for Nursery and Gift wares.
 - Preparing and attending prestart meetings where required.
 - Preparing and attending toolbox talks where required.
 - Liaising with the HR Manager where required.
- 2. Operational Management**
 - Manage the daily operations of the nursery such as opening/ closure procedures, sales, purchases and transfer of stock, customer deliveries, cash reconciliation and banking etc.
 - Manage nursery inventory, ensuring stock is received, labelled, priced, and displayed in accordance with ASQ standards.

- Monitor the health and quality of nursery stock, ensuring proper care routines (watering, pruning, pest management).
- Maintain cleanliness, order, and presentation of the nursery/garden center for optimal customer experience.
- Monitor nursery equipment, ensuring safety, functionality, and proper maintenance.
- On call for alarm company call outs/issues
- Asset management (prestarts, faults and fuel entries), invoice approvals and raising Purchase Orders in OneHub.
- Support yard operations during absences of the Yard Manager, ensuring continuity in operations, maintenance, and team coordination.

3. Sales and Customer Service

- Provide professional advice to customers on plants, nursery products, and gardening solutions.
- Foster a customer-centric environment, ensuring the highest level of service and encouraging sales growth.
- Collaborate with the General Manager and Marketing team to develop and implement nursery promotions and maintain an appealing store presentation in accordance with the standards set out in the Visual Merchandising Manual.
- Monitor instore and online sales platform, ensuring timely and accurate order processing.
- Preparing and presenting monthly reports to the management.

4. Product and Budget Management

- Manage product lines to ensure quality, variety, and customer satisfaction.
- Oversee purchasing of plants, garden products, and nursery supplies within budget.
- Monitor and manage staff wage budgets to achieve cost efficiency.
- Negotiate with suppliers to secure high-quality products at competitive prices.
- Responsible for stock take processes, ensuring accurate reporting and efficient stock control.
- Managing and maintaining UNES database including pricing new/amended products.

5. Staff Management and Development

- Supervise, train, and mentor nursery workers to build product knowledge, advice on sales and impulsive buying and enhance customer service.
- Prepare and approve staff rosters, ensuring optimal coverage and efficiency.
- Approve timesheets including overtime, monitor attendance, and manage absenteeism.
- Conduct staff performance reviews and provide regular feedback to foster a high-performance culture.
- Lead recruitment, onboarding and induction of new nursery staff in collaboration with HR.
- Create and manage daily task lists and direction to workers to ensure team accountability and productivity.
- Address employee conflicts, complaints, performance or conduct issues.
- Authorising the purchases of uniforms and PPE gear.
- Attend Garden & Landscape meetings as required.

Key Selection Criteria

1. Proven experience managing nursery, garden centre, or retail operations.

2. Knowledge/experience in nursery and landscape products.
3. Experience with Point-Of-Sale (POS) systems.
4. Demonstrated leadership and people management experience, with the ability to guide, motivate and develop a team.
5. Experience managing budgets, purchasing, and product lines.
6. Ability to work weekends and public holidays as required.
7. Training and mentoring experience (desirable).

Education, Certification and Licenses required:

8. Tertiary Management/ Business qualification or equivalent.
9. Relevant tertiary qualification in Horticulture or appropriate industry training courses is desirable.
10. Valid driver's license.

Personal skills/ attributed required:

11. Safety-conscious.
12. Strong work ethic.
13. Fit for work, according to the position.
14. Highly motivated with a positive attitude.
15. Demonstrated ability to contribute to a team in a professional and collaborative manner.
16. Sound literacy, numeracy and IT skills.
17. Strong attention to detail.
18. Highly developed interpersonal, communication, negotiation and conflict resolution skills.
19. Excellent organisational, problem-solving, time management, and customer service skills.
20. Ability to work under pressure and meet deadlines/customer requirements.

Key contacts

- Garden & Landscape General Manager
- Garden & Landscape Site Managers
- Garden & Landscape Nursery/ Yard Managers
- Garden & Landscape Supervisors
- Garden & Landscape Workers
- Managing Director
- HR Manager
- Customers
- Suppliers
- Other ASQ management and workers

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.