

**SKILLS FRAMEWORK FOR TOURISM  
SKILLS MAP - HEAD HORTICULTURIST**

<b>Sector</b>	Tourism	
<b>Sub-Sector</b>	Attractions	
<b>Track</b>	Attractions Management and Operations	
<b>Occupation</b>	Horticulturist Professional	
<b>Job Role</b>	<b>Head Horticulturist</b>	
<b>Job Role Description</b>	<p>The Head Horticulturist oversees the care and cultivation of flora within the organisation/attractions sites. He/She provides direction for the creation, development and maintenance of plants, trees and landscape exhibits. This includes infrastructure upgrading, new attractions and qualitative improvements to exhibits. He also forecasts and manages his budgets. He works with education and programmes department to develop visitor education programmes about plants, their habitats and the ecological system. In addition, he oversees the training of staff, volunteers and interns, and oversees team projects covering all aspects of horticulture within the organisation.</p> <p>Innovative with a strong passion for horticulture, he is able to go beyond ordinary horticulture maintenance and attentively cultivates the plants under his care. He is able to adapt his horticulture practices to a wide variety of plantings. He also leverages his strong interpersonal skills to manage his horticulture team effectively. He oversees the conduct of research into leading horticulture practices, and serves as a mentor to direct reports on all aspects of plant care within the organisation.</p> <p>He works on a rota to cover all periods including weekends and public holidays and also be on an on-call rota. He is also willing to perform physical labour. He often stays outdoors for long periods of time even through inclement weather, and may need a driving licence if he is working in a large park.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Perform botanical care	Develop plant care, transportation and quarantine procedures and processes
		Review plant records to monitor overall health of all plant collections
		Recommend plant health measures
		Evaluate environmental conditions required for plant health
	Design landscapes	Review landscaping plans to determine feasibility
		Manage landscape construction
		Supervise plant installation activities
		Develop seasonal plant installation schedules
	Perform plant curation	Check taxonomical information on displayed plants
		Review plant inventory
		Supervise plant selection for seasonal displays
		Perform plant collection acquisitions
	Manage horticultural tours	Lead collaboration with content and experience development department to develop horticultural tour itineraries
		Supervise execution of horticultural tours
		Review visitor feedback to determine service satisfaction levels and areas for improvement
		Manage movement and activities of volunteers
Supervise volunteer deployment		

	Manage departmental operations	Identify staff training needs		
		Plan staff rosters		
		Develop emergency protocols for horticulturists		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 4	Developing People	Intermediate
	Attractions Guest Relations Management	Level 3	Interpersonal Skills	Advanced
	Attractions Programme Development	Level 4	Leadership	Intermediate
	Business Continuity Planning	Level 4	Managing Diversity	Advanced
	Content Writing and Editing	Level 4	Teamwork	Advanced
	Contract Development and Management	Level 4		
	Corporate Governance	Level 4		
	Crowd Control and Planning	Level 4		
	Horticulture Management	Level 4		
	Knowledge Management	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Organisational Vision, Mission and Values Formulation	Level 4		
	Risk Management and Administration	Level 4		
	Service Excellence	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 4		
	Strategy Planning	Level 4		
	Succession Planning	Level 4		
Technology Application	Level 4			
Technology Scanning	Level 4			
Volunteer Management	Level 3			
Workplace Safety and Health Performance Management	Level 4			
<b>Programme Listing</b>	For a list of Training Programmes available for the Tourism sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/tourism">www.skillsfuture.sg/skills-framework/tourism</a>			

The information contained in this document serves as a guide.