

WHITEHORSE CITY COUNCIL

Position description

Job title: Team Leader Arbor	
Classification: Band 6	Effective Date: June 2023
Reports to: Arbor Coordinator	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Manage Council's urban canopy and related tree programs in accordance with the Regulations, contract specifications, industry best practice and Council policy to ensure the provision of high quality tree management as well as high level customer service is maintained. The provision of these must be undertaken in a safe and professional manner.

Key Responsibilities

Position Specific Responsibilities

- Management of both cyclic and general tree services contractors to ensure the delivery of high quality and contemporary tree management programs on public land, including the following deliverables:
 - Cyclic street tree inspection and pruning program;
 - General reactive tree services;
 - Park/reserve tree inspections and pruning program;
 - Facility tree inspections and pruning;
 - Tree Amenity Valuations;
 - Provision of specialist technical advice regarding tree related issues;
 - Tree inspections relating to customer service requests;
 - Ongoing management of Council's Tree Asset Management system;
- Provide leadership to Council's internal Arbor field team and Inspection Arborists ensuring that customer service standards are met and relevant Council policies implemented to a high standard.
- Ensure tree contractors perform works on behalf of Council in accordance with relevant legislative requirements, contract specifications, standards and Occupational Health and Safety requirements.
- Provide technical and specialist advice on the protection of Council tree assets to internal and external customers as required.
- Assist with the development of relevant contract documentation and be involved in tendering processes.
- Provide technical expertise into the development and review of relevant strategy and policy documents such as Council's Tree Management Policies and Urban Forest Strategy.
- Provide input into the review and stream lining of tree related systems and processes as required.
- Undertake monitoring of Arbor plant and equipment items and coordinate scheduling of servicing and maintenance as required.

- Ensure all team workplaces and work practices are safe and conducted in accordance with relevant Occupational Health and Safety legislation, guidelines and codes of practice.
- Undertake staff and contractor Occupational Health and Safety audits.
- Actively participate as a member of the Parks & Natural Environment leadership team.
- Provide quality customer service and specialist advice and maintain professional relationships with community groups and other key stakeholders as and when required.
- Undertake the timely resolution of computerised customer requests.
- Assist with the preparation of financial reports and monitor recurrent budgets for the Arbor unit as and where required.
- Remain aware of relevant innovation, industry trends and issues, and implement relevant changes to ensure Whitehorse City Council remains at the forefront of industry best practice.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted and responsibly managed in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Authority

Budget:

- Responsible for procurement of Arbor tree services in line with Councils procurement policy.
- Input and monitoring of the Arbor budget.

Staff responsibility:

- The position assists with the supervision of the internal Arbor team including Inspection Arborists, labour hire staff, apprentices, casuals and work experience students to ensure program objectives are achieved and staff are appropriately motivated, trained and developed to undertake their duties. The position undertakes direct contractor supervision.

Decision Making:

- Incumbent has the authority and freedom to act within established operations and budget guidelines and the provision of various Acts, regulations, codes, technical controls, standards and Council policies.
- The position will make decisions and provide input on operational service provisions and is responsible for decisions relating to the management of Council tree assets and tree related programs.

Key Relationships

- The position will liaise with numerous Departments, Coordinators and staff at all levels including the Parks and Natural Environment Department, City Services Department, Planning and Building Department, Project Delivery and Assets Department, Leisure and Recreation Department and internal service delivery Departments, as well as residents, Community groups, internal and external committees, contractors, industry bodies, government agencies and Councillors.
- The position is required to maintain professional relationships with suppliers, contractors, consultants and various industry bodies
- The position has key responsibilities in ensuring efficient and effective customer service in accordance with the relevant policies and procedures.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Diploma of Arboriculture combined with extensive experience across relevant areas of arboriculture.
- Demonstrated successful supervision of staff delivering municipal or similar large scale tree maintenance services.

- Demonstrated understanding of the legislation related to providing safe work places and work practices.
- Demonstrated understanding of the relevant legislation and codes of practice relating to tree management, in particular tree management around electrical assets.
- Demonstrated experience in the application of Australian Standards AS4373-2007 *Pruning of Amenity Trees* and Australian Standards AS4970-2009 *Protection of Trees on Development Sites*.
- Demonstrated experience in providing excellent customer experiences.
- A valid Victorian driver's licence is essential.
- UETDRVC002 Certificate 2 in ESI – Powerline Vegetation Control (Assessor stream)
- Satisfactory National Criminal History Check.

Technology

- The incumbent must be proficient in Microsoft applications and have the capacity to effectively utilise workplace applications for administering customer requests and asset management.
- The incumbent must have proficient keyboard and data entry skills, to enable efficient data entry and information retrieval and the ability to implement changing work procedures as required.

Interpersonal

- The incumbent must have excellent written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and other various external stakeholders.
- Proven ability to lead, motivate and liaise with staff and contractors to ensure successful conflict resolution and achievement of required objectives.
- Ability to prepare technical reports, letters and associated correspondence to internal and or external stakeholders within areas of responsibility to ensure timely delivery of services and projects.

Leadership/management:

- Demonstrated ability to lead and motivate staff and contractors, including those with extensive experience, in the delivery of appropriate and sustainable services.
- Proven capacity to work and lead within teams to build constructive working relationships.
- Ability to manage a variety of complex tasks concurrently and to gain cooperation and assistance from contractors, internal clients, members of the public and other staff members.

Key Selection Criteria

- Diploma of Arboriculture combined with extensive experience across relevant areas of arboriculture.
- Demonstrated successful supervision of staff delivering municipal or similar large scale tree maintenance services.
- Demonstrated understanding of the relevant legislation, standards and codes of practice relating to tree management, in particular tree management around electrical assets.
- Demonstrated experience in providing excellent customer experiences.
- A valid Victorian driver's licence is essential.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Site supervision and assistance with works programs	Daily	
Hand/Arm Movement Tasks involve use of hand/arms	Site supervision and assistance with works programs General office related tasks	Daily	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Site supervision and assistance with works programs	Daily	
Standing Tasks involve standing in an upright position	Site supervision General office related tasks	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Site supervision	Rare	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Site supervision and assistance with works programs	Daily	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Site supervision and assistance with works programs	Daily	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Site supervision and assistance with works programs	Daily	
Keyboard Duties Tasks involve sitting at workstation and using computer.	General office related tasks	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence			