

WHITEHORSE CITY COUNCIL

Position description

Job title: Urban Greening Officer	
Classification: Band 6	Effective Date: October 2024
Reports to: Team Leader Trees Team	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**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the



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needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

- To prepare, coordinate and deliver an education, awareness and promotion campaign on the benefits of tree planting and the impacts of tree removal on private property.
- To support the Planning Team by providing expert horticultural advice in the consideration of planning applications, assessment of landscape plans and support the interpretation of the Planning Scheme as it relates to landscaping and vegetation outcomes.

Key Responsibilities

Position Specific Responsibilities

- Develop and deliver a Tree Education Program targeted at the broader Whitehorse community and property developers undertaking projects within the municipality with a view to reducing tree removal on private property and improving the quality of the urban forest on private land. The delivery of the Tree Education Program will include:
 - The development and implementation of a community engagement and communication plan designed to positively impact perceptions on the benefits of tree planting and to promote the broader Tree Education Program.
 - The design and development of appropriate communication materials to support the delivery of the Tree Education Program and its message.
 - The coordination of the day to day delivery of the Tree Education Program, including to provide training and information sessions to the community and Whitehorse employees as required.
 - Provision of high-quality advice, education, and advocacy to internal and external customers and stakeholders.
 - Report on the activities of the Tree Education Program to Council.
 - Work collaboratively with other Council Departments involved in maintaining and interacting with the community regarding trees to ensure strong synergy between programs is achieved with consistent messaging.
 - Manage and respond to customer requests in relation to the Tree Education Program in a timely and professional manner.
 - Explore opportunities to work with other community based environmental groups to promote the messages of the Tree Education Program.
- Oversee the Whitehorse Gardens for Wildlife program:
 - Ensure that the program prioritises biodiversity education for private land in partnership with Gardens for Wildlife volunteers
 - Develop and foster relationships with relevant community organisations to support the delivery of the Gardens for Wildlife program.

- Recruit, induct and provide day to day management of volunteers involved in the Gardens for Wildlife Program ensuring that customer service expectations are met and risk is mitigated.
- Promote the Gardens for Wildlife program to residents and employees of Whitehorse City Council.
- Support the Trees Team in the management of the Tree Assistance Fund grant program:
 - Ensure that the grant funding guidelines for allocation of funding is communicated to the community in a fair and transparent manner
 - Collate the data that results from the TAF process to support future updates to the planning scheme and report to Council on the outcomes of the fund
- Technical horticultural support:
 - Provide horticultural advice to the Statutory Planning team to expedite the review of landscape plans for residential developments.
 - Provide support to the Strategic Planning team through participation in appropriate networks such as CASBE and CAV as required. Increase the capacity of the Planning team to make evidenced based decisions through the collection and collation of data pertaining to urban forest outcomes of the planning process.

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 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.

Accountability and Extent of Authority

Budget: This position is responsible for the Urban Greening and Garden's for Wildlife budgets totalling \$110 K

Staff responsibility:

The position is responsible for the supervision and leadership of:

- 1 x 0.2 Administration Officer for the Gardens for Wildlife program.
- 1 x 0.2 administration officer for the Tree Assistance Fund.
- Volunteers involved in the Gardens for Wildlife program.

Judgement and Decision Making

- The position is accountable for oversight and delivery of the Tree Education program, Gardens for Wildlife Program.
- This position will support the Trees team in the management of the Tree Assistance Fund?
- The position is clearly defined with established procedures.
- Guidance would usually be available on issues to be resolved.
- Work activity is undertaken with minor adoption and modification to precedent or guidelines.
- The incumbent has the authority and freedom to act within the established operational and cost guidelines as determined by the Team Leader of the Trees Team
- The Officer will brief the Team Leader of the Trees Team on all issues of strategic and political importance.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience in the development, implementation and evaluation of education programs.
- A thorough understanding of the urban greening values to be achieved through the Tree Education Program.
- In-depth understanding of urban greening principles, with a focus on tree population management, conservation, horticulture, and ecological practices in urban environments.
- Excellent understanding of latest industry trends and benchmarks in urban greening, and knowledge of contemporary systems and programs to manage and track outcomes; and
- A valid Victorian driver's licence.

- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Tertiary qualification in horticulture or similar, combined with experience in a Local Government environment.
- Understanding of the land use planning process as it applies to tree controls, including the application of Planning Scheme controls and policies.
- Ability to read, interpret and assess landscape plans as they relate to planning permit applications and conditions.

Technology:

- Excellent computer skills on packages such as Word, Excel, PowerPoint, Internet, and email (Outlook).

Interpersonal Skills

- Excellent written and verbal communication skills and the ability to deliver presentations and reports to groups.
- Demonstrated experience with preparing reports and external correspondence.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff.
- Demonstrated success in building positive and collaborative partnerships across Council.
- Ability to handle varying workloads and tasks and operate effectively under pressure.

Key Relationships:

- This position will liaise with and maintain professional relationships with relevant Council staff, particularly statutory planning, strategic planning and other environmental teams, Council volunteers, school representatives, community groups, other Councils and relevant government departments.

Management Skills

- Demonstrated project coordination skills.
- Experience in engaging and managing volunteers in a Local Government context.
- An understanding of the political environment in which Local Government operates.

- Good understanding of Health and Safety and risk management principles and requirements and how they would apply in the context of this role.
- Ability to manage own time and set own priorities to achieve deadlines with minimal supervision.

Notes and comments:

- Short listed candidates may be required to attend a pre-employment medical examination.
- Incumbent will be required to attend out of hours meetings.

Key Selection Criteria

1. Tertiary qualification in horticulture or similar
2. Substantial experience in the development, implementation and evaluation of education and volunteer programs, with a particular focus on environmental programs.
3. Excellent written and verbal communication skills and the ability to deliver presentations and reports to groups.
4. Ability to gain cooperation and assistance from members of the public, community groups and other Council staff.
5. In-depth understanding of urban greening principles, with a focus on tree population management, conservation, horticulture, and ecological practices in urban environments.
6. Ability to read, interpret and assess landscape plans as they relate to planning permit applications and conditions.

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.	Sometimes	Once a week	
Hand/Arm Movement Tasks involve use of hand/arms	Sometimes	Once a week	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Sometimes	Once a week	
Standing Tasks involve standing in an upright position	Often	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Sometimes	Once a week	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Often	Several times a week	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Often	Once or twice a week	

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	Sometimes	Once a week	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Regularly	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Often	Daily	

Any other relevant comments: