

## CITY OF WANNEROO POSITION DESCRIPTION – OPERATIONAL LEADER

<b>POSITION TITLE:</b> Arborist	<b>DIRECTORATE:</b> Assets	<b>DATE:</b> July 2024
<b>REPORTS TO:</b> Coordinator Trees & Conservation	<b>SERVICE UNIT:</b> Parks & Conservation Management	<b>LEVEL:</b> Level 7
<b>POSITION NUMBER:</b> IN23070 / 3972	<b>SUB UNIT:</b> Trees & Conservation	<b>ROLE FOCUS:</b> Advice
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 40/10/50	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Assets Directorate** is responsible for ensuring the City's assets are strategically planned, built and managed to a high standard. This includes ensuring the effective and efficient deployment of resources to maximise the benefits to the community. These benefits may be gained from major infrastructure projects like roads and buildings, and also community enhancing infrastructure like parks and coastal environments.

### POSITION CONTEXT

Under broad supervision of the Coordinator Trees & Conservation, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

As an operational leader this position provides direction, guidance and coaching to the Tree Inspection Officers using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is undertaking accurate and consistent customer service and outcomes within an environment that includes regular interruptions, competing priorities and prescribed timeframes. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

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The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

## **FUNCTIONAL ACCOUNTABILITY**

Provides technical expertise in arboriculture management, legislation and Australian Standards for Tree management in support of capital and operational works that meets customer needs and corporate standards within prescribed time limits.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

## **KEY ACCOUNTABILITIES**

### **KEY RESULTS AREAS    OUTCOMES**

Provide Supervision	<ul style="list-style-type: none"><li>• Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.</li><li>• Allocation of tasks to staff and volunteers under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources.</li></ul>
Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives.</li></ul>
Customers & Stakeholders	<ul style="list-style-type: none"><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li><li>• Builds and maintains relationships with customers and stakeholders that enable achievement of service excellence to the Community.</li><li>• Prepare detailed reports on findings from tree assessments, including diagnoses of diseases, pest infestations, and structural issues.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Develops, implements and evaluates tree management practices, plans and programs that sustains and improves the City's tree assets.</li><li>• Manages designated tree maintenance, procurement and Arboriculture consulting contracts, including the development of technical specifications and the procurement process, ensuring that the delivery of contracts meets contractual specifications and obligations.</li><li>• Participates in negotiations to establish and review supply arrangements that will deliver value for money outcomes for the City.</li><li>• Implements and contributes to the development of contract management plans, resolve issues, monitor performance and negotiate contract variations through effective supplier relationships to enhance business outcomes.</li><li>• Identifies, mitigates and escalates contract performance issues and risks to enable the organisation to meet its obligations and maximise business opportunities.</li><li>• Provides advice, guidance and technical support to customers and stakeholders on Arboriculture management issues in accordance with relevant policies and procedures.</li></ul>

- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
  - Proposes innovation and business improvement initiatives within area of accountability activity.
  - Undertake comprehensive investigations, expert technical tree assessments and where necessary produce high quality professional reports in relation to insurance and risk/liability matters.
- Systems & Processes
- Ensure tree policy documentation (tree removals), tree valuations, tree management plans, insurance claims and stakeholder communication is provided in accordance with City's records keeping and governance requirements.
  - Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
  - Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
  - Contributes to the development of processes and procedures that support the work of the Service Unit.
- Resources,  
Governance,  
Compliance & Risk
- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
  - Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
  - Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.
  - Ensures contractors are aware of the City's OSH policies and procedures and adhere to them.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Diploma in Arboriculture AQF 5
- Relevant experience in a similar role is required.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C class Drivers Licence.
- Basic Worksite Traffic Management

### Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Advanced communication and problem-solving skills.
- Intermediate negotiation and influencing skills.
- Intermediate research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in active and passive parks.
- Knowledge of arboriculture practices including but not limited to tree hazard risk assessments such as QTRA's, tree identification, tree care and diagnostics of pests/diseases, Helliwell valuation. AS4373-2007AS 4970 and AS2303-2018

### Key Stakeholder Relationships:

- Support the Manager Parks & Conservation Management and Coordinator Trees & Conservation to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name**

Jeremy Walker, Coordinator Trees & Conservation  
Signature

**Signature:** *JWalker*  
JWalker (Jul 22, 2024 14:00 GMT+8)

**Email:** jeremy.walker@wanneroo.wa.gov.au

**Next Up Leader Name**

Grant Chettleburgh, Manager Parks & Conservation Management

Signature

**Signature:** *Grant Chettleburgh*  
Grant Chettleburgh (Jul 23, 2024 14:52 GMT+8)

**Email:** grant.chettleburgh@wanneroo.wa.gov.au






# Position Description - Arborist - July 2024

Final Audit Report

2024-07-23

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