

Job title: Arbor Apprentice, Certificate III Arboriculture	
Classification: Apprentice	Effective Date: December 2024
Reports to: Team Leader Arbor	Tenure: Contract 3 Years

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.

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 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.

Department Objective

The Parks and Natural Environment Team at Whitehorse City Council manages sites across Whitehorse. The team is made up of Open Space, Parks, Reserves and Facilities and we look after 450 public open space sites including Open spaces, sports fields (53 covering 68 hectares) and areas of natural environment.

Goal Statement

This role is responsible for the effective delivery of high quality arboricultural services on council managed tree assets to meet Council's tree management obligations in a safe and professional manner.

Key Responsibilities

Position Specific Responsibilities

- Assist with the delivery of high quality customer service to all impacted stakeholders.
- Assist arbor team to undertake required tree management works as directed by Arbor Crew Leader, Inspection Arborists and the Team Leader Arbor.
- Assist with maintenance to ensure that all mechanical plant, vehicles and equipment are serviced and maintained on a regular basis and kept in a presentable and safe operating condition.
- Assist with to ensure that accurate and timely records, including timesheets and vehicle maintenance logs, are maintained.
- Assist with to ensure all team workplaces and work practices are safe and conducted in accordance with relevant Health and Safety legislation, Council policies, guidelines and codes of practice.
- 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

- Adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement.
- To understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Reporting of any matters that may impact on the safety of all people in our community, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility:

This position has no direct reports, and will be required to buddy with other staff, apprentices, work experience students, or casuals and agency staff as required.

Judgement and Decision Making:

- You will be able to follow direction from Coordinators, Team Leaders and Team Members and working alongside other staff to ensure program objectives are undertaken in a safe and professional manner.
- All schooling and training are to be undertaken and completed in a timely and satisfactory manner.
- You will use personal judgement to make in-field decisions required to perform your role within established and documented procedures. Advice and Supervision is always available.

Key Relationships

- Arbor Team, Team Leader & Coordinator
- You will liaise with numerous Coordinators, Team Leaders and staff at all levels throughout the Parks and Natural Environment Department and other Departments.
- The position will require the incumbent to attend and participate in all required training and education programs and complete to a satisfactory standard.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Interest and/or passion for Arboriculture
- Relevant experience and/or enthusiasm for working in a team.
- Positive and proactive attitude
- Demonstrated understanding of safe workplace.
- Demonstrated experience in providing positive customer experiences.
- A valid Victorian driver's licence is highly desirable to effectively undertake the role, and a minimum Learners permit subject to age at employment will be expected.
- Satisfactory National Criminal History Check.

Technology

- You should be comfortable using Microsoft applications on smartphones and tablets to communicate effectively with team members and supervisors.

Interpersonal

Interpersonal Skills

- Effective verbal and written communication skills are needed to interact with the public, team members, and council staff. Ability to resolve minor problems and know when to escalate/report.
- Ability to work in a team and as an individual with general supervision.

Key Selection Criteria

- Keen interest and passion for Sports Arboriculture and/or outdoor work.
- Ability to work as part of a team and across different workgroups and locations across the Whitehorse municipality.
- Ability to follow instructions and communicate effectively with staff at all levels.
- The position will require the incumbent to attend and participate in all required training and education programs and complete to a satisfactory standard.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties		✓	
Reading tasks		✓	
Writing tasks, planning works		✓	
Sitting (extended periods)		✓	
Walking/standing (briefly)	✓		
Walking/standing (extended)	✓		
Driving car/utility/truck/plant (ride on mower)	✓		
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)	✓		
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)	✓		
Chopping/digging tasks	✓		
Bending/kneeling requirements	✓		
Climbing stairs/ladders	✓		
Handling grease/oils	✓		
Exposure to dust/dirt	✓		
Exposure to hazardous materials	✓		
Exposure to noise	✓		
Repetitive arm/wrist/hand movements	✓		
Horticultural Chemicals	✓		
Exposure to Grass	✓		

Exposure to Pollen	✓		