

WHITEHORSE CITY COUNCIL

Position description

Job title: Arbor Team Member	
Classification: Band 4	Effective Date: May 2024
Reports to: Team Leader Arbor	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**

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.

Goal Statement

To provide high quality arboriculture services within the City of Whitehorse in a safe and professional manner.

Key Responsibilities

Position Specific Responsibilities

- Provide quality customer service.
- Undertake maintenance of Councils trees to ensure service delivery standards are met
- Undertake the timely scheduling to prioritise works and ensure completion of tasks within designated service delivery timeframes.
- Undertake required tree management works as directed by Arbor Crew Leader, Inspection Arborists, and the Team Leader Arbor.
- Operate and maintain required machinery, including chainsaws, chippers and plant in line with arboriculture industry best practices.
- Provide input into the improvement of relevant operating practices to continuously improve quality standards.
- Complete customer requests and work orders within required timeframe
- Complete computerised records of work orders and activities on mobile devices.
- Complete risk assessments on site and work within Safe Operating Procedures.
- Organise appropriate traffic and pedestrian management as 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

- Adherence to all Corporate Policies, Procedures and the Organisational Goals in the current Whitehorse City Council Collective Agreement.
- 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.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Ensure appropriate care and use of Council assets and equipment.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Authority

Budget: Nil

Staff responsibility:

May supervise team members, apprentices, work experience students and casual employees when required.

Decision Making:

Provide input into the improvement of relevant operating practices to continuously improve quality standards.

Responsible for day-to-day field decisions relating to high profile arboriculture sites including basic inspection and maintenance.

Work objectives are well defined but method, process or equipment must be selected.

Key Relationships

- Arbor Coordinator and Team Leaders
- Manager Parks and Natural Environment
- Parks and Natural Environment department employees across all teams
- Sub-Contractors
- Customers, Shopkeepers, Childcare centre staff, Parkland Advisory Committee members
- Whitehorse employees
- The incumbent will have contact with the public or other employees which involves explanations of specific procedures and practices, especially in relation to arboriculture practises and tree maintenance.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Certificate 3 in Arboriculture and or suitable level of experience in arboriculture service delivery.
- Knowledge of the maintenance of a range of arboriculture practices including tree pruning and removal
- General Arboriculture knowledge including high level tree ID

- Chainsaw Level 1 (AHCMOM213 Operate and Maintain Chainsaws FWPCOT2239 Trim and Cut Felled Trees).
- Certificate II in ESI powerline vegetation control UETDRVC005 (ground worker).
- Must possess a current Victorian MR truck driver's licence.
- Ability to operate and/or supervise the operation of a range of plant, equipment and works.
- First Aid Level 1
- Undertake highly skilled arboriculture work.
- Working with Children check
- Physically fit to undertake all manual handling operation.
- Freedom to plan work at least a week in advance.

Technology

- Proficient in Microsoft office and the operation and knowledge of relevant asset management systems
- Have a thorough understanding of the technology and procedures within the Arbor Team.
- Proficient in mobility systems required to undertake completion and reporting of customer requests and work orders
- Proficient in the operation and knowledge of relevant software and equipment, arboriculture practices and changing work procedures that may require the exercise of judgement or adaptation.

Interpersonal

- The incumbent must have appropriate written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and various external parties.
- Appropriate skills for the preparation of work records, time sheets and instructions.
- The ability to resolve minor problems.
- Ability to gain co-operation and assistance from the public and other employees in performing well defined activities.
- Ability to work in a team, or as an individual, with general supervision.

Leadership/Management

- Must be able to provide employees under their supervision with on the job training and guidance.
- Expected to have a knowledge of personnel policies and practices applicable to the work.

Other Attributes (Desirable)

- Familiarity with Council services and procedures.
- Medium Rigid or higher driver licence.
- Chainsaw Level 2 – Fell trees manually.
- Wood Chipper Operation.
- White card
- Agvet / Chemcert certificate and appropriate experience.
- Comprehensive knowledge of OH&S requirements relating to tree maintenance, working at heights, working adjacent to live electrical conductors, operating and working in public open space.

Key Selection Criteria

- Certificate 3 in Arboriculture and or suitable level of experience in arboriculture service delivery.
- Chainsaw Level 1 (AHCMOM213 Operate and Maintain Chainsaws FWPCOT2239 Trim and Cut Felled Trees).
- Certificate II in ESI powerline vegetation control UETDRVC005 (ground worker).
- Must possess a current Victorian MR truck driver's licence.
- Ability to operate and/or supervise the operation of a range of plant, equipment and works.
- Can-do attitude with a strong commitment to looking for better ways of working for our customers and a keen interest in self - development, feedback and overall improvement.
- Team fit with effective communication and interpersonal skills
- Forward plan effective tree maintenance regimes

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.	General manual handling tasks associated with arboriculture	Various hours per day	
Hand/Arm Movement Tasks involve use of hand/arms	General manual handling tasks associated with arboriculture	Various hours per day	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	General manual handling tasks associated with arboriculture	Various hours per day	
Standing Tasks involve standing in an upright position	General manual handling tasks associated with arboriculture	Various hours per day	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	General manual handling tasks associated with arboriculture	Various hours per day	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	General manual handling tasks associated with arboriculture	Various hours per day	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	General manual handling tasks associated with arboriculture	Various hours per day	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	General manual handling tasks associated with horticulture and assets maintenance	Various hours per day	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Limited in office	Limited in office, Some use in the field per day	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Required for Driving	All	

Cognitive and Psychosocial Demands

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving				✓		

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
issues or generating solutions.						
Degree of Self-Supervision The ability to work effectively without supervision.				✓		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		