

Whitehorse City Council

Position description

Position title: Arbor Team Member	
Classification: Band 4	Effective Date: November 2026
Reports to: Arbor Team Leader	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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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.



Accountability and Extent of Authority

Budget: Nil

Staff responsibility:

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

Judgement and 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.

Specialist Knowledge and Skills

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 UETDRV005 (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 Skills

- 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.

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.

Management Skills

- 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.



Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

- Certificate 3 in Arboriculture and or suitable level of experience in arboriculture service delivery.
- Chainsaw Level 1 (AHCMMOM213 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.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	



Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
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		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: