

Job title: Coordinator Arbor	
Classification: Band 8	Effective Date: August 2023
Reports to: Manager Parks & Natural Environment	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**

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.

Goal Statement

To effectively lead the Arbor team to deliver strategic high quality arboricultural services in a safe and professional manner.

Key Responsibilities

Position Specific Responsibilities

- Provide effective leadership in the identification, development and delivery of appropriate and sustainable services to maintain and develop Council's tree assets in streetscapes and open space areas.
- Lead and motivate staff in the Arbor team to achieve the departmental and Council objectives, recognising the adopted organisational values and behaviours.
- Undertake regular team meetings and the prioritisation of staff work rounds, rostering and coordination of time banking to minimise workload fluctuations.
- Undertake effective project management, planning and delivery of all operational works projects on time and within budget, within areas of responsibility.
- Actively participate as a member of the Parks & Natural Environment management team.
- Ensure all team workplaces and work practices are safe and conducted in accordance with relevant Health and Safety legislation, guidelines and codes of practice.
- Undertake annual update of Council's Electric Line Clearance Management Plan (ELCMP) in accordance with all legislative and Council policy requirements.
- Provide quality customer service and specialist advice and maintain professional relationships with Energy Safe Victoria (ESV), the major electricity company (MEC), Yarra Valley Water, Melbourne Water, DELWP, Parks Vic, Metro and Vic Track, Level Removal Crossing Authority (LXRP), Emergency Management Victoria (EMV), State Emergency Services (SES), Parkland Advisory Committees, Community Groups, customers and other key internal and external stakeholders.
- Undertake the timely resolution of all customer requests.
- Undertake the development and management of all Arbor contracts including tendering and evaluation and manage contractor performance through ongoing regular communications, contract meetings and auditing.
- Ensure Council's tree assets accord and comply with all relevant Acts, regulations, codes, technical controls, standards and Council policies.
- Ensure all goods and services are procured in line with Council's procurement policy.
- Undertake financial accounting processes and prepare financial reports as required to account for recurrent Arbor expenditure and budgets.
- 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

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals, Values and 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.
- Management of and further development of all relevant policies and procedures in areas of responsibility.
- Ensure that risk management principles are adopted and responsibly managed 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 Council.
- Ensure appropriate care and use of Council assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Authority

Budget: The position requires high level financial and budgeting skills and is responsible for the development and management of the Arbor budget to ensure all reactive and cyclic work programs are delivered on time and within budget.

Staff responsibility: The position is responsible for the coordination and leadership of Arbor staff (including apprentices, labour hire and casuals staff if applicable) to ensure program objectives are achieved and staff are appropriately motivated, trained and developed to undertake their duties. This position also has direct oversight of a number of large tree contracts, including the municipality wide cyclic street tree pruning program, and regularly assists with supervision in other teams.

Decision Making:

- Incumbent has the authority and freedom to act within established operations and budgetary guidelines, and the provision of various Acts, regulations, codes, technical controls, standards and Council policies.

- The position is accountable for all decisions made either directly or under delegation in relation to relevant legislation.
- The position will make decisions on all operational service provisions to achieve Council's strategic objectives and is responsible for decisions relating to all arboriculture assets

Key Relationships

- The position will liaise with numerous Department Managers, Coordinators and internal staff at all levels including the Parks and Natural Environment Department, City Services Department, Project Delivery and Assets Department, Leisure and Recreation Department, Local Laws, Engineering and Investment, City Planning and Development and other internal service delivery Departments, as well as residents, user groups, sports clubs, parkland advisory committees, internal and external committees, contractors, industry bodies, government agencies and Councillors.
- The position is required to maintain professional relationships with suppliers, contractors, consultants and various industry bodies and requires an understanding of the legal, political and socio-economic context.
- The position has key responsibilities in ensuring efficient and effective customer service in accordance with the relevant policies and procedures.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Minimum of Diploma in Arboriculture and extensive, diverse experience across relevant areas of arboriculture and/or horticulture.
- Demonstrated successful leadership of teams delivering significant municipal tree maintenance services in both streetscapes and open space areas.
- Demonstrated significant experience in project management relating to tree assets and interaction with construction and other vegetation in both streetscapes and open space areas.
- Demonstrated experience in the application of and commitment to implementing relevant industry best practice techniques including an intimate knowledge of Australian Standards AS4373-2007 *Pruning of Amenity Trees* and Australian Standards AS4970-2009 *Protection of Trees on Development Sites*.
- Demonstrated experience in all arboriculture and operational maintenance techniques and practices and sound plant identification knowledge.
- Demonstrated experience in the application of the principles of community engagement.
- Successful direct management of many trade and technical staff.
- Demonstrated experience in the capacity to manage operational budgets >\$5m.

- Demonstrated experience and understanding of legislation and regulations relating to tree asset management protection, planning scheme, insurance and risk related areas and compliance and enforcement, including Electricity Safety (Electric Line Clearance) Regulations 2020; Electricity Safety Act 1998; Energy Safe Victoria Act 2005; Whitehorse Planning Scheme and the Planning and Environment Act 1987; Road Management Act 2004 and the Local Government Act 1989.
- Demonstrated understanding of the legislation related to providing safe work places and work practices.
- Demonstrated experience in providing excellent customer experiences.
- A valid Victorian driver's licence is essential.
- Satisfactory National Criminal History Check.

Technology

- The incumbent must be proficient in Microsoft applications and have the capacity to effectively utilise workplace applications for preparing and monitoring budgets, administering customer requests, interpreting landscape designs and tree schedules, undertaking financial applications and tree asset management systems.
- Demonstrated knowledge of current and new technology in the arboriculture and horticulture industries and ability to implement changing work procedures as required.

Interpersonal

- The incumbent must have excellent written and verbal communication skills to enable effective interaction with internal staff, members of the public, community groups and various internal and external stakeholders.
- Proven ability to lead, motivate and liaise with staff, consultants and contractors to ensure successful resolution of conflict and achievement of objectives.
- Ability to prepare corporate reports and correspondence to ensure delivery of all services and projects within areas of responsibility.

Leadership/management:

- Demonstrated effective leadership capabilities and ability to lead and motivate staff, consultants and contractors, including those with extensive experience, in the development and delivery of appropriate and sustainable services.
- Proven capacity to work and lead within teams to build constructive working relationships.
- Ability to manage a variety of complex tasks concurrently and to gain cooperation and assistance from contractors, internal stakeholders, members of the public and other staff members.
- A sound knowledge of finance and budgeting for the development and management of the Arbor budget to ensure work programs are delivered on time.

Key Selection Criteria

- Demonstrated successful leadership of teams delivering significant municipal tree maintenance services in both streetscapes and open space areas.
- Minimum of Diploma in Arboriculture and extensive, diverse experience across relevant areas of arboriculture and/or horticulture.
- Demonstrated significant experience in project management relating to tree assets and interaction with construction and other vegetation in both streetscapes and open space areas.
- Demonstrated experience and understanding of legislation and regulations relating to tree asset management protection, electric line clearance, planning scheme, insurance and risk, and compliance and enforcement.
- Demonstrated experience in the capacity to manage operational budgets >\$5m.

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.	Site supervision	Rare	
Hand/Arm Movement Tasks involve use of hand/arms	Site supervision General office related tasks	Daily	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Site supervision	Infrequent	
Standing Tasks involve standing in an upright position	Site supervision General office related tasks	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Site supervision	Rare	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Site supervision	Rare	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Site supervision	Infrequent	

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	Site supervision	Infrequent	
Keyboard Duties Tasks involve sitting at workstation and using computer.	General office related tasks	Daily	
Satisfactory Vision Standard of vision required equal to that required for driver's licence			