

Job title: Team Leader Trees Team Statutory Planning	
Classification: Band 8	Effective Date: July 2023
Reports to: Assistant Manager Statutory Planning	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 provide leadership, mentoring and guidance to a team of arborists within the Statutory Planning team, ensuring the delivery of high level advice on arboricultural matters as part of the planning assessment and planning enforcement functions of Council. Specialist arboricultural advice will deliver excellent tree and vegetation outcomes to the community through the implementation of the Whitehorse Planning Scheme, planning permits and related legislation. This role works closely with the Assistant Manager Statutory Planning.

Key Responsibilities

Position Specific Responsibilities

- Manage the day to day activities of the Trees Team within the Statutory Planning unit, with an emphasis on leadership, guidance and mentoring, ensuring that:
 - In-house arborists are responsive to the needs of the team and the community and ensuring that customer service is provided to an exceptional level.
 - High level advice and direction is provided to arborists, enforcement officers and planners through the timely inspection, assessment and resolution of requests and complaints.
 - Arborist advice is managed as part of enforcement investigations and inspections, and planning permit applications.
 - Work is distributed to the team for action in a timely manner.
 - Workloads are actively monitored and adjustments made, where necessary.
 - The Trees Team have access to technical advice and support, mentoring and development in their roles.
 - Advice provided to the community is consistent and in accordance with legislation, the Whitehorse Planning Scheme, planning permits and Council policy.
 - Accurate documentation in relation to inspections, enforcement and application activities are recorded within Council systems.
- Cultivate a performance based culture, creating accountability structures by coaching, mentoring and empowering staff, and having performance conversations, as required.
- Develop and implement appropriate strategies to review processes & policies, monitor outcomes and ensure a positive image of the Trees Team and the broader Statutory Planning unit across the organisation and the community, including proactive involvement in continuous improvement initiatives.
- Ensure that processes are developed and implemented for the effective creation, delivery and reporting of arboricultural advice across enforcement and planning permit applications.

- Collaborate across the organisation with other key functions to ensure consistency in policy & approach.
- Build internal and external relationships and professional networks to promote collaboration and delivery of a quality service.
- Under the leadership of the Assistant Manager Statutory Planning, provide advice to Managers, Councillors and staff across the organisation on tree and vegetation related issues that fall within the scope of the Statutory Planning team.
- Foster a strong customer service ethic, ensure regular customer feedback is sought and acted upon.
- Assist in the preparation of briefs for prosecution, assist Council Solicitors and Statutory planning and enforcement officers with prosecutions in Court or VCAT as a representative of Council where necessary.
- Monitor timeframes and produce periodic reports relating to arborist advice as part of planning applications and inspections.
- Be aware of risk at all times and make decisions relating to the objectives of this role accordingly.

In addition:

- Provide high level technical advice to Managers, Councillors and staff across the organisation on planning enforcement issues.
- Facilitate discussions within your team and the broader Statutory Planning team on arboricultural matters.
- Assist in the development and implementation of appropriate strategies, and review processes.
- Promote and model a professional image of the team across the organisation.
- Undertake an active role in process improvements in the City Planning and Development Department as it relates to tree/vegetation assessment within a statutory planning and enforcement environment.
- Liaise with the DTP, other Municipal Councils, other government authorities, and non-government groups on a range of arboriculture related matters in a statutory planning context.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values 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.
- Identify and develop changes to policy and procedure in areas of responsibility.

- Ensure that risk management principles are adopted 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 appropriate and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team Key Performance Indicators (KPIs) are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of 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: Nil.

Staff responsibility: This role is responsible for the management of the Tree Team Statutory Planning, which consists of arborists.

Decision Making: Required to apply established techniques to new situations. Where established procedures are not explicit, the incumbent must have the ability to solve complex problems utilising an external network of people or procedures. Able to set own work priorities and those of others within the team to ensure that tasks are completed within required timeframes and to required standards despite conflicting pressures. The role fully briefs the Assistant Manager Statutory Planning on all matters of strategic, legal and political importance.

Key Relationships

Provides leadership within the Statutory Planning team, and broader City Planning and Development Department and works closely with the Assistant Manager Statutory Planning. Liaises with other departments within Council on tree and vegetation matters and provides high level advice to Management, Councillors and all staff on issues. The position is required to maintain professional relationships with external clients including land owners, developers, service authorities, government authorities, the general public and contractors.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A qualification in Arboriculture (minimum Level 5 qualified), Horticulture, Environmental Science or other relevant discipline and extensive and diverse industry experience. Knowledge and experience working within a Statutory Planning environment would be advantageous.
- Demonstrated experience in leading a team.
- Experience in an arboricultural or horticultural role as it relates to statutory planning applications and enforcement, ideally in a local government planning environment.
- Knowledge of the Planning and Environment Act 1987, operation of planning schemes, legislative regulations and relevant Australian Standards including:
 - AS 4970 - 2009 Protection of trees on development sites
 - AS 4373 – 2007 *Pruning of amenity trees*
- Intensive and specialist skills and experience in the following areas:
 - Tree identification.
 - Assessment of health, structure, useful life expectancy of trees.
 - Identifying tree defects.
 - Tree management in isolation and within development sites.
 - Working knowledge of the relevant current legislative environment.
- A valid Victorian driver's licence.

Technology

- Ability to work in a digital environment.
- Ability to learn and embrace new technology and support workplace change processes.
- Proficiency in the use of computers and a variety of relevant computer software including the Microsoft suite of applications (Word, Excel, Outlook, PowerPoint), HP Record Manager (or similar electronic document management system), GIS and knowledge of Pathway application management system. Knowledge of Forestree would be well received.

Other technical skills

- Ability to negotiate, influence outcomes and resolve conflict to support planning scheme outcomes and balance community expectations.
- Problem solving will generally require identification and analysis of guidance drawn not always from within the organisation and will generally require extensive use of an unspecified range of options.
- Extensive knowledge of relevant legislation, regulations, codes and standards.
- High level skills in in the management and processing of tree related matters within private property, and on development sites.
- Ability to represent Council in public forums on matters related to trees and vegetation within a planning context.
- Must be able to write concise reports in field of expertise suitable for Council meetings.

Interpersonal

- Strong communication and presentation skills combined with the ability to mediate, negotiate, influence and convince others.
- The ability to resolve and handle conflict and to support the achievement of team objectives.
- Must be an enthusiastic and cooperative team member and have the ability to communicate effectively with a diverse range of people.
- High level oral presentation skills and the ability to effectively represent the organisation in a public forum.

Leadership/management

- Must have an understanding of the political and legal environment in which Local Government operates.
- Ability to achieve objectives within specified timeframes and within budget, often when there are competing objectives and deadlines;

- Skills in managing time, setting priorities, planning and organising one's own work and that of a team to ensure all projects and work is delivered within predetermined and/or statutory timeframes, and an ability to meet Departmental priorities.
- Highly developed supervision skills to establish and maintain a high performance culture in staff.
- Ability to manage a variety of complex tasks with minimal supervision.
- Must be able to provide guidance, advice, leadership, mentoring and support to develop and motivate members of your team.
- Must demonstrate commitment to the development of staff to achieve team objectives.
- Experience in developing and implementing procedures, systems and requirements and continuous improvement processes as they relate to arboricultural matters within a statutory planning environment.
- Must have a demonstrated ability to use initiative in new situations.
- Must be able to schedule team member's workloads in accordance with Department priorities.
- Demonstrated knowledge of and commitment to the principles of Equal Opportunity and Occupational Health and Safety.
- Proven ability to contribute to and assist in the development of a team culture of quality, industry best practice and customer focus /continuous improvement.

Notes and comments

- Short listed candidates may be required to attend a pre-employment medical examination.
- A successful National Police check will be required.
- This position may be required to attend out of hours meetings.

- This position may be required to be available for 'on-call' duties to ensure that complaints in response to arboricultural and enforcement of tree/vegetation related planning controls are responded to in a timely manner.

Key Selection Criteria

1. A qualification in Arboriculture (minimum Level 5 qualified), Horticulture, Environmental Science or other relevant discipline and extensive and diverse industry experience. Knowledge and experience working within a Statutory Planning environment would be advantageous
2. Demonstrated experience in leading a team.
3. Strong communication and influencing skills with the demonstrated ability to gain cooperation from members of the public, relevant industries and across internal departments.
4. Demonstrated high level commitment to quality and customer service with the ability to handle difficult situations and remain calm.
5. Experience in developing and implementing procedures, systems and requirements and continuous improvement processes as they relate to assessment of trees/vegetation on private land, and preferably within a local government context.

Physical Requirements

POSITION TITLE: Team Leader Statutory Planning

LOCATION/DEPARTMENT: City Planning & Development

TASK DESCRIPTIONS

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)	✓		
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
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/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise			✓
Repetitive arm/wrist/hand movements			✓
Other (please specify)			