POSITION DESCRIPTION

Title:	**Arboriculture Service Officer**
Position Number:	**Various**
Classification:	**Band 4**
Directorate:	**Infrastructure**
Department:	**Parks, Sport and Recreation**
Award:	**Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001**
Incumbent:	

ORGANISATIONAL RELATIONSHIPS

Reports to:	Group Coordinator Arboriculture
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Responsible Managers ▪ All Staff
Primary External Relationships:	▪ Public ▪ Suppliers ▪ Contractors

POSITION OBJECTIVES

Manage and maintain arboriculture assets through the skilled application of contemporary arboriculture maintenance practices utilising high-risk equipment and working in a high-risk industry.

KEY SELECTION CRITERIA

- Assist the Group Leader in organising and performing arboriculture maintenance practices in streets, parks, recreation areas and other Council facilities.
- Effectively and efficiently operate and maintain any allocated mechanical plant and/or tools.
- Identify any parks, recreation and amenities maintenance issues and report such to their supervisor.
- To ensure compliance with the organisations reporting and recording systems.
- An understanding of OHS principles.

KEY RESPONSIBILITY AREAS

General

- Safe and competent operation and maintenance of all plant, machinery and tools used to perform arboriculture duties.
- Continuous improvement in performance and productivity.
- Demonstrate a commitment to Occupational Health and Safety.
- Complete appropriate reporting and recording systems and timesheets.
- Report to the Supervisor any defects and/or work needing to be performed with regard to improving the maintenance of any Council Asset.
- Provide quality customer service to both internal and external customers.
- Have the ability to work effectively and successfully with a wide range of people from diverse backgrounds and groups.
- Flexibility to support team members by assisting with works and/or activities across all Council sites.
- Undertake audits for Electric Line Clearance and Risk Management to maintain organisation compliance.

Horticultural

- Manage and undertake general horticultural maintenance across the recreation and parks areas.
- Manage and undertake chemical and manual weed control across the recreation and parks areas.

Arboriculture

- Manage, maintain and audit trees within the municipality.
- Apply best practice arboriculture methodologies on all Council assets.
- Undertake proactive and reactive arboriculture inspections and assessments, and make decisions based on tree health, structure and risk management in accordance with Council's policies and procedures, relevant industry arboriculture standards and best industry practices.
- Develop and implement street tree planting initiatives in accordance with relevant Council strategies and policies.
- Contribute to the growth of Council's tree asset register by identifying tree species and recording the information into Council's asset management system Confirm Connect.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- The achievement of agreed, specific performance objectives for the position.
- Effectively implementing relevant work programs.
- The adoption of safe working practices and procedures.
- Adherence to all relevant Council policies and procedures.
- Correct use and maintenance of assigned equipment, plant and machinery, including specialised and high risk.
- Complying with the Council's occupational health and safety management system.
- Correct use and maintenance of all personal protective equipment and replacement as required.
- Taking all reasonable care in performance of duties so as to prevent injuries to self or others (including members of the public).
- Reporting all injuries, accidents, incidents, near misses and/or unsafe plant equipment, machinery conditions in the workplace.
- Co-operating in the rehabilitation of fellow employees including reasonable workplace changes.
- Potential supervision of equivalent or lower banded staff, casual staff, apprentices and/or people undertaking work experience. Be willing to assist with emergency work as required.

This position has the authority to:

- Provide accurate, effective and customer focused support to meet the needs of the Council.
- Make decisions about the implementation of appropriate work practices to achieve the objectives and responsibilities of this position.
- Carry out the duties and responsibilities of the position in accordance with established procedures, business rules and standards.
- Conduct equipment and working audits on external contractors for all authorised works to ensure that safe work practices are adhered to and recorded.

Judgement and Decision Making

- The selection of work practices and procedures and resources appropriate and relevant to the job.

- Applying safe working practices and procedures
- Identifying and resolving issues as they arise or advising management about issues, which need specialist attention.
- Make complex and immediate decisions to ensure the safety and wellbeing of staff, community and contractors.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- Proficiency in the operation and maintenance of general and specialised/high risk plant and equipment relevant to the job function.
- Demonstrated skills and experience in urban tree management and the ability to resolve procedural arboriculture issues.

Management Skills

- Ability to manage own time and exhibit an ability to work within expected time frames and complete work program as specified.
- Demonstrated ability to work unsupervised in the workplace.
- Assist their Group Coordinator – Arboriculture in the management of work group team members. Provide technical advice and recommendations on arboriculture assets based on field inspection assessments.

Interpersonal Skills

- Be committed to effective, quality customer service, with the ability to effectively communicate with members of the public.
- Be a committed team player.
- Have a commitment to continual improvement.

QUALIFICATIONS AND EXPERIENCE

- Certificate III or higher in Arboriculture
- Certificate II in ESI Powerline Vegetation Control
- High Risk Licence – Elevated Work Platform
- Extensive experience in above ground tree pruning and removal
- Competency in performing ground based tree audits
- Competency in electric line clearance auditing, inspections and maintenance
- Extensive experience pruning trees to Australian Standard AS4373-2007 Pruning of Amenity Trees
- Extensive experience in the safe operation of specialised/high risk equipment and plant relevant to arboriculture maintenance and duties
- Demonstrated experience in the management and delivery of general maintenance tasks relevant to recreation and parks areas

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Drivers licence
- Medium Rigid Truck Licence

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004

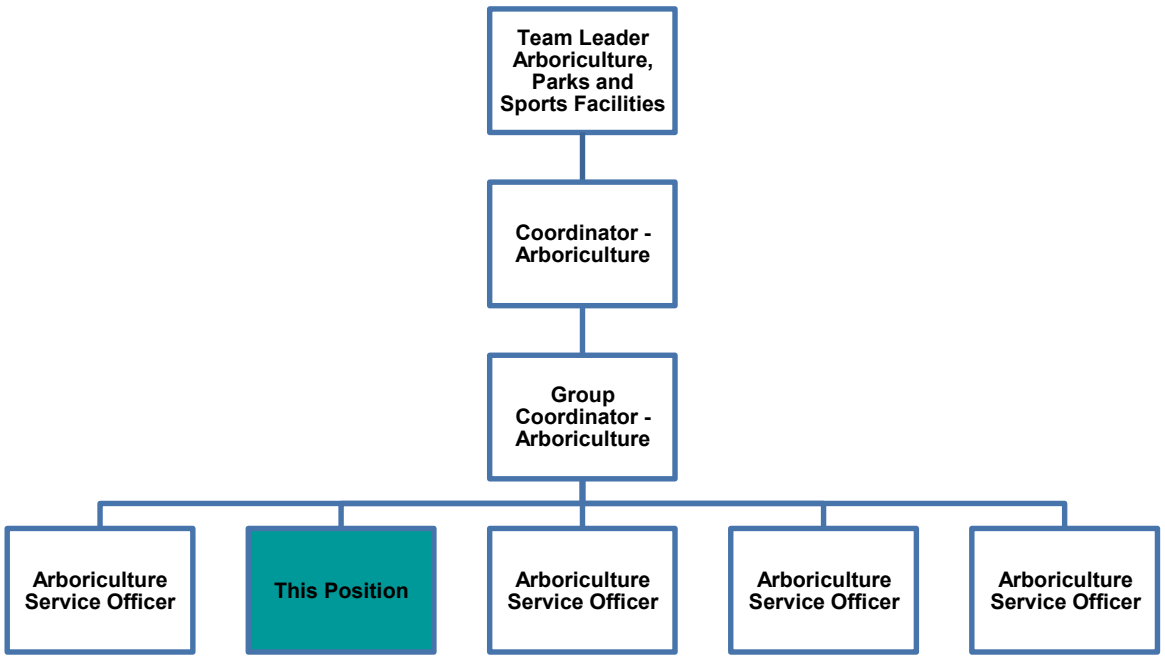
- Equal Opportunity Act 2010
- Greater Shepparton City Council– Employees Code of Conduct
- Electricity Safety Act 1998
- Electric Safety (Electric Line Clearance) Regulations 2020

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Parks, Sport and Recreation Department provides the landscaping and native open space, parks and sports development and Sports Development and Strategic Planning functions of Council including: maintaining and operating public open spaces, irrigation systems and pumps, wetlands and lakes; native vegetation and roadside vegetation control; maintaining turf infrastructure; horticultural maintenance of recreation areas and parks; and strategic planning and development sport, recreation, open spaces and facilities.



VALUES

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are t ransparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that or others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors			X		
Outdoors					X
Slippery Surfaces		X			
Uneven ground/Sloped areas		X			
Work in isolation		X			
Work in confined spaces	X				
Work at heights				X	
Work in dusty/fumes/foul smells			X		
Exposure to loud noises requiring hearing protection					X
Exposure to personal waste		X			
Body Posture					
Standing				X	
Sitting				X	
Squatting/Crouching			X		
Kneeling			X		
Twisting				X	
Bending				X	
Manual Handling					
Reaching or working overhead (above shoulder)				X	
Reaching forward				X	
Gripping/fine motor movement			X		
Pushing/restraining			X		
Driving a vehicle				X	
Lifting floor to waist			X		
Lifting waist to overhead			X		
Lifting from a truck/trailer			X		
Lifting 0 - <5kg					X
Lifting 5 - <10kg			X		
Lifting 10 - <15kg		X			
Lifting 15kg+		X			
Carrying awkward loads			X		
Climb steps/stairs/ladder		X			
Exposure to vibration				X	
Psychosocial					
Give direction to others		X			
Dealing with aggressive customers			X		
Dealing with upset customers			X		
Supporting dependent persons	X				

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	N	R	O	F	C
Cognitive					
Written communication				X	
Verbal communication				X	
Comply with legislation				X	
Problem solve				X	
Reason/make sense of things				X	
Make critical decisions			X		
Ensure accuracy/details				X	
Remember names/details				X	
Show creativity		X			
Examine/observe others			X		
Work quickly				X	
Concentrate amid distractions				X	

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____