



Position Description Arborist

At the City of Port Phillip we aim to put our community first. Community first is a mindset that we bring to everything we do. It encourages us to look through the eyes of community, work collaboratively across the organisation and with our community, to improve outcomes, value for money and service.

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE:	Arborist
AWARD CLASSIFICATION:	Band 6
DEPARTMENT:	Construction, Contracts & Operations
DIVISION:	Customer, Operations and Infrastructure
DATE APPROVED:	November 2020
APPROVED BY	Manager Maintenance and Operations



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ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Senior Arborist
SUPERVISES:	Council's Amenity Tree Maintenance contractor
INTERNAL LIAISONS:	Council Employees and Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Government representatives, Statutory Authorities, clients, suppliers, consultants and contractors.

POSITION OBJECTIVES

- Assist with the protection and enhancement of Council's urban forest
- Provide technical advice and support on the management of trees to the Parks Services team and other departments across Council
- Work productively and provide a high level of customer service for all tree queries

KEY RESPONSIBILITY AND DUTIES

- Provide technical expertise and advice on tree management/maintenance problem identification and resolution including the preparation of reports
- Respond to internal and external tree requests, and resolve tree-related conflict
- Investigate and provide appropriate recommendations on all matters that affect trees in relation to Planning and Local Laws issues, Risk and Insurance claims and other issues as deemed necessary
- Assist in the coordination and implementation of tree programs such as planting, removals, tree root management, tree health, pest and disease, and significant trees
- Ensure the Amenity Tree Maintenance contractor complies with the contract requirements, undertake audits and attend contract meetings
- Carry out such duties as directed by the Senior Arborist, within the limits of their skill, competence and training
- Support the Senior Arborist to deliver on Council's Electric Line Clearance obligations

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Moderate degree of authority to act on behalf of Council to achieve policy and strategy objectives
- Responsible for providing accurate and concise information to customers – both internal and external
- Responsible for management of allocated budget



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- All duties are to be completed within expected delivery timeframes

JUDGMENT AND DECISION MAKING

- Decisions are made on behalf of Council and its corporate priorities based upon qualified technical advice
- Decisions and recommendations within the role are guided by policy
- There is a requirement for this role to work closely with other teams across the organisation and follow the organisations key strategies and policies

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in managing trees in a local government environment
- Technical expertise in tree problem identification and resolution
- Demonstrated knowledge and experience in discussing complex tree related issues with internal and external customers and stakeholders
- High level skills in customer service
- Proficiency in the use of computer packages including MS Office and other corporate systems, such as GIS, asset management and customer service programs

MANAGEMENT SKILLS

- Ability to manage large volumes of customer queries or requests
- Ability to manage own time, plan & organise own work and resources with limited supervision
- Ability to co-ordinate and undertake a range of tasks simultaneously and often under pressure
- Effective contract / project management skills and methods

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury



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- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Highly developed written and oral communication skills
- Ability to effectively communicate face to face with customers (residents, businesses, developers, etc.) to resolve customer requests in a sensitive manner
- Ability to build healthy relationships with internal departments and key stakeholders
- Assist other employees by providing technical tree advice and guidance
- Ability to prepare routine internal or external correspondence and write reports

QUALIFICATIONS AND EXPERIENCE

- AQF Level 3 in Arboriculture (or Horticulture)
- At least 5 years knowledge and experience in Arboriculture
- Current Victorian Drivers Licence
- Police Check and Working with Children Check

KEY SELECTION CRITERIA

- A tertiary qualification suitable for the position with five years' experience in the management of trees
- Highly developed interpersonal skills
- A high level of experience and competency in providing customer service on tree related issues with the ability to manage and resolve large volumes of customer requests
- Experience in contract management and/or project management
- Ability to meet timelines, work autonomously and work in a team environment
- Ability to exercise personal judgement within agreed standards to respond to requests in a timely manner