



City of
Norwood
Payneham
& St Peters

TEAM LEADER, ARBORICULTURE

POSITION & PERSON DESCRIPTION

May 2020

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, aligns with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT: Urban Services

UNIT: City Services

SECTION: Parks & Gardens

ORGANISATIONAL RELATIONSHIP: The position reports directly to the Works Coordinator, Parks & Gardens.

The position is also expected to work in collaboration with City Service Field and Depot Staff, Team Leaders, Parks & Gardens, City Arborist and other staff throughout the organisation, as required.

NO. OF DIRECT REPORTS: Up to five (5) Team Members, Arboriculture, including Horticultural Apprentices.

AWARD & CLASSIFICATION: Local Government Employees Award and the City of Norwood Payneham & St Peters' Local Government Employees Enterprise Agreement

Municipal Employee, Grade 7
Subject to qualifications, skills and experience

OVERVIEW

The position of Team Leader, Arboriculture reports to the Works Co-ordinator, Parks & Gardens and leads and works within a multi-disciplined team of up to three (3) members that are primarily engaged in tree pruning activities. The Team Leader, Arboriculture has a hands-on role in planning, programming and physically undertaking a wide variety of arboricultural and horticultural tasks necessary to ensure that the City's parks, gardens, reserves, sports fields, streetscapes and street trees are maintained to an approved standard.

Typical tasks undertaken by the team include pro-active maintenance works, such as mulching, pruning, planting, and carrying out inspections, but also include reactive and emergency works such as fallen tree removal, limb removal and emergency pruning.

Typical machinery required to be used in the execution of works, includes brush cutters, chainsaws, pole saws, elevated working platforms, leaf blowers and wood chippers. The Lead Pruner is expected to direct and undertake (within competency levels), the safe and efficient use of the plant and tools.

The Team Leader, Arboriculture has discretion in the allocation of resources within the area of responsibility and is expected to work closely with citizens, suppliers and other members of staff within the organisation, in order to ensure that processes and tasks are carried out in a manner which best serves the community in terms of efficiency and effectiveness and in accordance with approved processes and procedures.

The Team Leader, Arboriculture is expected to work co-operatively with Team Leaders, as required, to ensure that the Council's goals, outputs and outcomes are met and that resources are allocated in the most efficient and effective manner.

Team Leader, Arboriculture has discretion in the allocation of resources within an assigned budget and is expected to work closely with citizens, customers, suppliers and other members of staff within the organisation, in order to ensure that processes and tasks are carried out in a manner which best serves the community in terms of efficiency and effectiveness and in accordance with approved processes and procedures.

While each team may be assigned a specific work zone, a City-wide approach is taken to getting things done. The Team Leader, Arboriculture is expected to work co-operatively with Team Leaders, as required, to ensure that the Council's goals, outputs and outcomes are met and that resources are allocated in the most efficient and effective manner.

The Team Leader, Arboriculture is expected to work closely with the Works Coordinator and Team Leaders in determining work plans, goals and targets which will deliver the various organisational plans, strategies and corporate directions. The Team Leader, Arboriculture is expected to assist in measuring the effectiveness of the various services provided to the community and actively promote a culture of continuous improvement throughout the workforce.

Motivation, development and appraisal of staff for which the Team Leader, Arboriculture is responsible, forms a critical part of the role.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

- To undertake a range of horticultural activities in parks, gardens, ovals and reserves, primarily of a tree pruning nature across the City.
- To identify pruning requirements and plan and schedule pruning operations across the City.
- To ensure that pruning associated with streetscapes and trees is undertaken to an adopted standard and in accordance with organisational plans, strategies and corporate directives.
- To supervise staff and ensure that they comply with corporate policies, procedures and instructions.
- To ensure that resources are utilised in the most efficient and effective manner in the execution of civil maintenance works.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Planning and programming works
 2. Execution of works
 3. Reporting on works
 4. Staff supervision
 5. Customer service
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. Planning and programming works

- Ensure that work activities are planned and programmed in order to deliver the maintenance requirements associated with streetscapes and trees in the most efficient and effective manner in accordance with adopted management plans.
- Ensure that street tree maintenance programs are continually reviewed and developed to deliver the Council's goals and objectives.
- Ensure that reactive works are carried out in a manner which addresses identified hazards on a risk managed basis.
- Ensure that resources are utilised in the most efficient and effective manner.

Performance Indicators

- Proactive maintenance plans and programs are developed and resources assigned in order to deliver works programs within assigned timeframes.
- Plans and programs are reviewed and aligned with the Council's goals and objectives and that streetscapes and street trees are maintained in accordance with the adopted standard.
- Reactive works are prioritised according to risk and importance.
- Goods and services are procured in accordance with the corporate procurement policy.

2. Implementation of works

- Direct and undertake all necessary maintenance activities associated with the assigned gardens, reserves, sports fields, streetscapes and street trees. Activities include, but are not limited to, pruning, mulching, planting, watering, and inspecting tree removal.
- Ensure that proactive and reactive works are undertaken by the Team Members in accordance with accepted industry practice and organisational procedures.
- Supervise contractors where appropriate to undertake specialist work.
- Ensure that a high level of arboriculture amenity is maintained.
- Direct and undertake quick response and emergency works.

Performance Indicators

- Arboriculture and horticultural maintenance works are completed to accepted industry standard.
- Full compliance with organisational procedures, as may be audited from time to time
- Contractors are managed in accordance with the Council's Contract Management policies and procedures.
- ~~Council wide~~ City trees are maintained to a high level of arboriculture amenity.

3. Reporting and budget control

- Ensure that records appropriate to the execution of works are kept, including allocation of resources, quantities of works completed, erection of traffic control devices, utilisation of plant, injuries and incidents, daily diary of activities completed, etc.
- Work within budgets allocated to the areas of responsibility. Monitor and report on budget variances at regular intervals and assist in the development of annual budgets.

Performance Indicators

- Timesheets for Team Members are produced fortnightly.
- Records of all regulatory traffic control devices used in the execution of works are kept.
- Daily diary records of activities undertaken are kept.
- Plant checks are undertaken in accordance with adopted standards.
- All other records are produced in an accurate and timely manner.
- Expenditure against budget is monitored regularly, with variances reported in accordance with the Council's reporting guidelines.
- Advice is provided with regard to future budget allocations in a reliable and timely manner.

4. Staff supervision

- Ensure that Team Members are allocated tasks in a manner which utilises their skills and abilities in the most effective and efficient manner, giving due regard to fairness in the workplace, opportunities for personal and professional development and the requirements of the Council's work health and safety policies.
- Ensure that staff are punctual, complete tasks in a safe and efficient manner and comply with organisational procedures, policies and the Enterprise Agreement.
- Promote the values of the organisation and a continuous improvement ethos.

Performance Indicators

- Staff resources are utilised in a safe and efficient manner.
- Full compliance with provisions of the Enterprise Agreement and corporate policies and procedures and Work Health & Safety Policies and Procedures.
- Behaviour which is in line with the Values of the organisation.

5. Service Provision

- Deal with concerns and issues raised by citizens, customers, business owners and operators in a courteous and timely manner.

Performance Indicators

- Timely response to all requests for contact and enquiries.
- Resolution of all concerns to a mutually satisfactory manner.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisations continuous improvement program, Australian Business Excellence Framework (ABEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with Our Values and Community Well-Being.
- Pursuant to the Local Government Act, Section 110, observe and uphold the Code of Conduct for Council Employees.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Organisational values (Our Values) observed at all times.
- Participation in all ABEF programs as required.
- Active participation in Continuous Improvement opportunities and contribute to the improvement of the Council's systems, processes, and operations.
- Improvements are developed and implemented in accordance with best practice principles and the ABEF.
- Provision of customer service excellence; providing clear and accurate information to customer requests and enquiries and resolving all requests in a timely, accurate and effective manner.
- Duties and responsibilities are performed effectively and considerately with all staff members across the organisation and achieve collective goals, outcomes and outputs for the Council.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- In addition to your obligations listed above, as a Team Leader, you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
 - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
 - ensuring adherence to WHS policies and procedures within your sphere of control;
 - maintaining a basic awareness of safety issues within your respective area;
 - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, safety induction prior to commencing work;
 - coordinating, and participating in, local WHS consultation processes;
 - constantly reviewing working procedures and practices within your area of responsibility;
 - ensuring all plant, machinery and equipment is properly maintained;
 - identifying, assessing and controlling hazards and WHS risks; and
 - providing data related to local WHS performance as required.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values (*Our Values*) are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (*Our Values*) at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- Certificate III in Horticulture or other relevant qualification and/or significant relevant experience
- Current motor vehicle driver's licence (Class MR truck licence is desirable)
- Chainsaw competency ticket and high risk licence for elevated work platform
- Work zone traffic management certificate

KNOWLEDGE

- Excellent knowledge of horticulture and arboriculture best practices.
- General knowledge of the principles of Work Health and Safety.
- Sound knowledge of good customer service principles.
- Sound knowledge of Fair Treatment principles.
- Sound knowledge of best practices relating to traffic management at work zones.
- Good knowledge of policies and best practices relating to Human Resource Management.

SKILLS

- High level of skill in all aspects of horticultural and arboricultural practices.
- Proven ability to lead employees in a team environment.
- High level of interpersonal skills with an ability to communicate effectively with a wide range of people.
- Excellent time management and organisational skills.
- Good communication skills, particularly in negotiating conflict resolutions, and employee counselling.
- Good level of numeracy and accuracy.
- Basic computer literacy.

EXPERIENCE

- Extensive experience in practical horticultural and arboricultural work, including all aspects of tree maintenance.
- Broad experience in the operation of plant and equipment, including hand and power tools.
- Experience in leading and motivating a team.

PERSONAL ATTRIBUTES

- Willingness & ability to lead and motivate a team as well as to work alone.
- Demonstrate initiative and self-motivation whilst working under minimal supervision.
- Good work ethics, including the ability to work co-operatively with management and all other relevant staff members.
- Ability to develop new technical skills and embrace new technology and techniques.
- Commitment to provide a high level of customer service.
- Willingness to be innovative and flexible.
- Ability to evaluate, correlate and disseminate information.
- A commitment to implementing Enterprise Agreement initiatives.
- A commitment to achieving best practice processes.
- Willingness to work under various weather conditions, at heights and often away from conveniences.
- Willingness to work with and assist lesser skilled employees, including apprentices.

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DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal History (Police) Clearance
- Department of Human Services Working With Children Clearance
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Staff Induction, including WHS workplace induction
 - WHS Awareness, including Manual Handling Techniques and Heat Stress
 - Work Zone Traffic Management (WZTM) Ticket
 - High Risk Work Licence (height more than eleven (11) metres)
 - Elevated Work Platform Licence (height less than eleven (11) metres)
 - Chainsaw Operator's Licence
 - Working with Wildlife
 - *i-Responda* (Local Government Emergency Management Support) Awareness
 - Canine Behaviour
 - Medium Rigid (MR) Licence
 - Forklift Licence
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development courses and maintain competency levels.
- Some work outside of normal hours may be required.

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DATE POSITION REVIEWED: May 2020

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Team Leader, Arboriculture.

APPROVED BY:

Mario Barone
Chief Executive Officer

Date

Peter Perilli
General Manager, Urban Services

Date

Chris McDermott
Manager, City Services

Date

Craig Taylor
Works Coordinator, Parks & Gardens

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Team Leader, Arboriculture has been read and agreed to by:

Team Leader, Arboriculture

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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