

## Position information

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<b>Position Title:</b>	Open Space Arborist
<b>Classification:</b>	Band 6
<b>Reports to:</b>	Contract Manager Open Space
<b>Division:</b>	Environment, Recreation and Infrastructure
<b>Department:</b>	Open Space and Recreation

## Our strategic context

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### Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

### How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

## Position Purpose

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The Open Space Arborist ensures the proper and orderly management of the public tree population in accordance with the Bayside regulatory and legislative framework to deliver extraordinary places and liveability.

## Position – Key Functions, Accountabilities & Outcomes

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Key Functions	Accountabilities	Outcomes
Provide advice to support effective and efficient	<ul style="list-style-type: none"><li>Provide initial and on-going high-quality advice as a subject matter expert for public</li></ul>	<ul style="list-style-type: none"><li>Bayside's tree population is</li></ul>

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<p>management of public trees.</p>	<p>infrastructure projects in accordance with organisational policy and strategy.</p> <ul style="list-style-type: none"> <li>• Provide high quality, accurate and reliable advice to internal and external Project Managers and consultants to achieve the best outcome for Council trees and the environment.</li> <li>• Develop and oversee implementation of Council's Electric Line Clearance Management Plan.</li> <li>• Under the supervision of the Coordinator Open Space and Contract Manager Open Space, develop management plans, policies, procedures and guidelines to advise and educate internal and external stakeholders in relation to protection and retention of public trees.</li> <li>• Liaise with government departments, statutory authorities, adjoining councils, service authorities and other relevant organisations to apply Council policy on tree related matters.</li> <li>• Proactive technical advice on a variety of planning and building permit applications in accordance with Council policy.</li> <li>• Provide advice to developers and residents regarding conditions for removal, retention and planting of Council trees, as outlined in Council's tree policy.</li> <li>• Manage the operational day to day liaison with Council's tree contractors under the terms and conditions of the Master Services Agreement for civil infrastructure and open spaces contract.</li> <li>• Provide direction to Council tree contractors in the operation of programs including cyclic pruning, tree planting, root management, electric line clearance and tree care projects e.g. habitat program and mistletoe recovery programs.</li> <li>• Ensure Tree auditing program and methods are continuously reviewed and improved to ensure a high level of service is provided by the contractor.</li> <li>• Input into the development of contract specifications and oversee contractor delivery,</li> </ul>	<p>healthy and well managed.</p> <ul style="list-style-type: none"> <li>• Technical advice is to a high standard and advances Council's strategic objectives.</li> <li>• Policy, processes and procedures comply with relevant legislative requirements and best practice guidelines.</li> <li>• Council's contracts are effectively administered.</li> </ul>
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	<p>including tree root investigation and tree maintenance.</p> <ul style="list-style-type: none"> <li>• Provide technical advice and reports to inform claims assessments relating to Council and third parties.</li> <li>• Participate in sub-committees, steering committees and/or advisory groups as directed providing advice, guidance, and support to achieve Council's objectives.</li> </ul>	
<p>Provide a high quality customer experience to both internal and external customers across all contact channels.</p>	<ul style="list-style-type: none"> <li>• Respond to customer requests and provide responses in accordance with Council's Customer Service Charter in relation to day-to-day Open Space arboricultural related issues.</li> <li>• Deliver clear, concise and well considered letters, emails, verbal comments and specific recommendations relating to open space arboricultural matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service is delivered to ensure a great customer experience for the Bayside community.</li> </ul>
<p>Contribute to the efficiency of the Open Space team and continuously improves its operations.</p>	<ul style="list-style-type: none"> <li>• Identify positive change to department processes and systems and support the implementation of those changes with the Open Space Coordinator, Contract Manager Open Space and Manager Open Space and Recreation.</li> <li>• Work with Council's tree contractors to ensure any changes to arboricultural practices are embedded into practice.</li> <li>• Work across the organisation and represent the Open Space team in respect of multi-departmental, or organisational wide, initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Processes and systems are regularly reviewed and improved.</li> </ul>

## Position - Organisational Relationships

**Key Internal Contacts:** All Council staff

**Key External Contacts:** Residents, tree contractors, consultants, permit applicants (developers and builders), State Government Authorities Utility providers, consulting arborists.

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## Position - Delegations

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**Financial Delegations:** As per Financial delegations

**People and Position Delegations:** As per People and Position delegations

## Position – Skills and Competencies

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<p>Accountability and Extent of Authority</p>	<ul style="list-style-type: none"><li>• Responsible for applying the Street and Park Tree Management Policy and Government regulation in relation to public tree management in communication with customers.</li><li>• Provide advice and recommendations to Council, staff, public authorities and the community on arboriculture issues.</li><li>• Provide accurate and efficient response to a variety of requests for advice on referrals and applications.</li><li>• Empathetic response to applicants and residents where the decision may not be favourable to the recipient.</li><li>• Provide recommendations to the Open Space Coordinator on all public tree matters.</li><li>• Responsible for compliance with relevant Council policies and procedures, legislative and statutory requirements, and Australian standards in relation to public tree management.</li><li>• Contribute positively to the effective and efficient day-to-day operation of the Open Space and Recreation Department.</li><li>• Accountable to personally provide a high level of service to customers.</li><li>• Provide accurate constructive guidance and advice to less experienced staff specifically in relation to arboriculture matters as required.</li><li>• Authorised to approve and sign documentation in accordance with Council's deed of delegation and resolutions from time to time.</li><li>• Accountable to manage functions of the Tree Maintenance contract.</li><li>• Provide written reports to the Open Space Coordinator relating to the progress of the tree maintenance program detailing both program and contractor performance in line with contract specifications.</li></ul>
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	<ul style="list-style-type: none"> <li>Contribute to the development of arboriculture related policy and guidelines.</li> </ul>
Judgement and Decision Making	<p>In consultation with the Open Space Coordinator and Contract Manager Open Space:</p> <ul style="list-style-type: none"> <li>Accurately interpret and apply policy, strategy and regulation in decision making and provision of advice to customers.</li> <li>Ability to make timely and accurate decisions in accordance with Council's tree management policy and regulation and established organisational procedures, processes and delegations.</li> <li>Apply judgement on the impact to Council's trees for planning and building applications to achieve the most appropriate outcome.</li> <li>Proactively identify and solve problems and issues within the scope of the role</li> <li>Guidance and advice is usually available within the organisation.</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>Be a person who is approachable and easy to deal with.</li> <li>Well-developed oral and written communication skills, including ability to clearly communicate complex information, and to prepare concise and accurate letters and reports.</li> <li>Ability to liaise with internal and external stakeholders to gain cooperation and assistance.</li> <li>Ability to provide direction, advice and constructive feedback to tree management contractors.</li> <li>Ability to deal calmly and professionally with challenging service interactions and represent Council to a high standard including but not limited to developers, utilities and service providers.</li> <li>Ability to be empathetic, effective, and trusted when working with internal and external customers.</li> <li>Ability to communicate to gain co-operation from staff, tree contractors, service providers, State Government Departments and developers in pursuit of Council's Policy objectives regarding Council trees.</li> <li>Ability to effectively contribute to successful teamwork and a healthy work environment within the Open Space and Recreation Department.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications in Arboriculture.</li> <li>Experience in the relevant legislation and regulations pertaining to all aspects of vegetation clearance around</li> </ul>

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	<p>electricity lines, road regulations, services e.g. water, gas and telecommunications, specifically Electricity Safety (Electric Line Clearance) Regulations, Road Management Act and Code of Practice; Water Act, Telecommunications Act.</p> <ul style="list-style-type: none"> <li>• Experience in dealing successfully with external stakeholders and other parties in the processing of requests for tree maintenance or removal.</li> <li>• Experience writing clear and reasoned reports and assessments, appropriate permit conditions and prepare external correspondence.</li> <li>• Current Victorian Driver's Licence.</li> </ul>
Specialist Skills and Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of tree and vegetation identification, with particular emphasis on interpretation and application of AS4373 and AS4790.</li> <li>• Using previous experiences, including the underlying principles, to recognise poor work practices and direct contractors to take appropriate actions.</li> <li>• Understanding of the provisions of the Electricity Safety (Electric Line Clearance) Regulations, and Codes of Practice that impact public tree management.</li> <li>• Ability to analyse and interpret relevant legislation, policy and technical information in relation to arboricultural matters.</li> <li>• Ability to effectively advise on planning and building referral process and arboriculture related enquiries.</li> <li>• Ability to effectively use computers and type reports, including the use of databases, MS office and GIS software. Experience in TRIM, Authority, REX (CRM) an advantage.</li> </ul>
Management Skills	<ul style="list-style-type: none"> <li>• Ability to chair and effectively manage meetings, including meetings with internal and external stakeholders.</li> <li>• Ability to effectively manage time and prioritise work to ensure that required timeframes and work standards are met.</li> <li>• Ability to identify and implement new processes aimed at continuously improving service delivery.</li> <li>• Ability to monitor the performance of tree care services provider(s) to ensure compliance, that service levels are achieved, and a partnering approach is developed with the contractor.</li> </ul>

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# What we are all responsible for

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## Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



## Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



## Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



## Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.

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## Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



## Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



## Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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