

Team Leader Arboriculture

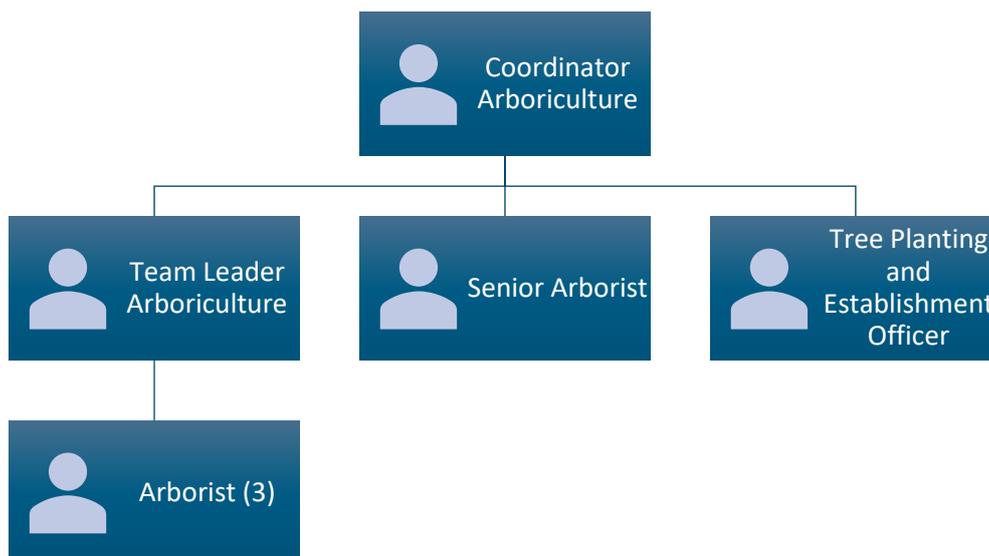
Position Number:	P072013
Banding/Remuneration:	Band 6
Division/Branch:	City Services / Horticulture
Reports To:	Coordinator Arboriculture
Date Approved:	September 2024

Position Objectives:

The Team Leader Arboriculture is responsible for the direct supervision of a team that manages and enhances Council's urban forest through advocacy, strategy implementation and delivery of operational and capital works programs aligning with our strategic targets ensuring the City of Monash tree canopy exceeds 30% by 2040. This is achieved by:

- Providing responsive leadership, that actively motivates and unifies the members of the Arboriculture team to be a highly proactive, responsive and customer centric service provider.
- Lead a team and manage contracts to ensure effective, efficient service delivery that provides maximum value for the current and future Monash community through contemporary service delivery and asset management practices.
- Demonstrating excellence in customer service and positively promoting the benefits of Council's urban forest, open space and green infrastructure to Council residents, staff, contractors, and stakeholders.

Team Structure:



Key Responsibility Areas:

- Provide effective leadership to direct staff and contractors, ensuring council achieves urban forest goals and objectives whilst service level agreements.
- Responsible for day-to-day operations and overseeing and management of Council's contracts and contractors.
- Prioritise and schedule work for the team through Council's corporate systems, ensuring disruption to our community is minimised.
- Procure goods and services relating to urban forest management for capital and operational arboriculture work programs.
- Ensure team responsiveness for reactive works to minimise risk exposure within the determined timeframe.
- Provides customer centric arboricultural advice, technical and practical solutions to staff, stakeholders and other business units to achieve Horticultural Services objectives.
- Attend site meetings with internal and external customers when required to aid in the enhancement and management of our urban forest.
- Undertake varying levels of tree inspections and prepare reports to inform future management of Council managed trees.
- Maintain a high level of customer service in a manner consistent with Council's policies and procedures.
- Ensure Council staff and contractors all work in accordance with Council's workplace safety plan.
- Lead and mentor team in delivering quality and site-specific audits.
- Adapt to and perform duties across other functional areas as required.

Accountability and Extent of Authority:

- Perform all duties required of the position in a manner that provides efficient, effective, safe, and quality services which leads to the sustained improvements in productivity whilst following relevant policies, procedures, and acts.
- Supervision of staff, which also includes agency employees, organisation employees, work experience students and contractors and ensuring all works undertaken are done so in a safe and effective manner.
- Effective budget management for the business unit within delegated authority.
- Accountable for the quality, effectiveness, cost and timelines of work programs, projects, or work plan controls.
- Effective management of staff hours including approved overtime.
- Responsible for Tree Removal approvals and Amenity value reports in line with Council's Tree Management Policy.
- The position is to work with minimal supervision and will be expected to use their professional judgement in preparing detailed documentation and technical reports.
- Approvals within delegated authority.

Judgement and Decision Making:

- Work method, technology, process, or equipment to be used must be selected from a range of available alternatives.

- Where problems are complex or of a technical nature and solutions may not relate to previously encountered situations some creativity and originality is required.
- Clarification or advice is sought from Coordinator or Manager where situations are beyond the normal level of authority, qualification, or skill level appropriate for this position.
- Support and guidance is not always freely available as required.
- Balance the demands of work quality and productivity within restricted timeframes to achieve effective outcomes to specification standards.

Specialist Knowledge and Skills:

- A thorough understanding of the relevant technology, procedures and processes used within the workgroup supervised.
- An understanding of administration, budgeting, and financial requirements.
- The application of traffic management and control procedures for worksite maintenance activities in accordance with road traffic and signage laws, Council's Safety Map work instructions, regulations, or Codes of Practice.
- Commitment to keep informed of new technology in the Arboriculture Industry and other aspects relating to this position.
- Understanding of the Electricity Safety (Electric Line Clearance) Regulations.
- Good tree identification knowledge.
- An understanding of the Occupational Health and Safety Act in relation to work-site safety and Councils obligations as an employer and employee responsibilities.
- Assist and participate in emergency response situations when they arise.
- Able to assist in updating relevant policy and plans.
- Able to write reports in the field of expertise.

Leadership Skills:

- Ability to work with Coordinator and Senior Arborist on imparting vision and direction to the team.
- Ensure team under direct leadership are engaged and willing.
- Participate in self-development opportunities provided by council.
- To participate in staff performance development conversations and recruitment selection panels.
- Ability to assist in addressing sensitive and performance development matters and work with staff on improvement opportunities.

Management Skills:

- Skills in managing time, setting priorities, and planning and organising one's own work and that of supervised staff.
- To achieve specific and set objectives in the most efficient way possible with the resources available and within set timeframes.
- A knowledge of personnel management and ability to implement training and development for operational and organisational needs such as equal opportunity, and health and safety.
- Capable of providing an innovative approach and initiate actions to facilitate a high standard of work.

Interpersonal Skills:

- Excellent communication skills to successfully foster relationships with colleagues, service providers and the community.
- Ability to work through and solve problems by discussion and negotiation within a set timeframe.
- Be flexible and responsive in a customer focused environment.
- Prepare written communication appropriately targeted to the community, service providers and managers.
- Ability to establish and maintain professional networks to facilitate teamwork and cooperation.
- Good advocacy, conflict resolution and public relations skills.
- Ability to be non-judgmental, confidential, and sensitive in all interactions with clients.

Qualifications and Experience:

- Diploma in Arboriculture or equivalent with significant experience in a similar role or lesser qualification with a willingness to obtain Diploma (Minimum AHCARB408 *Perform a ground-based tree defect evaluation*).
- Demonstrated experience in a leadership role.
- Demonstrated experience and understanding of Electrical Line Clearance requirements (Cert II ESI desirable).
- Experience supervising large service contracts, short term contracts, and consultants.
- Experience in continuous improvement and team building.
- Current Victorian drivers' licence.
- Working With Children Check.

Key Selection Criteria:

- Qualifications and Experience as outlined above.
- Demonstrated experience delivering programs of work within timeframes that meet service levels.
- Ability to set goals and lead a positive culture.
- Familiarity with management of urban forests in a local government or large public land management context.
- Ability to interact with internal and external customers in accordance with council's service level expectations.
- Effective written and verbal and interpersonal communication skills.

Organisational Context:

The City of Monash has a growing, passionate, and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well-established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.



These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: “To be the most liveable city in Victoria”

Our Mission: “Make a difference through commitment, leadership and expertise.”

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.