

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Program Lead Environment	N/A
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Leading Hand participates with and provides in-field oversight to multiple work groups for delivery of arborist works, natural resource management, civil maintenance and grass management works on Melbourne Water’s Waterways and Land assets.</p>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> • Provision of specialist technical advice on trees and vegetation to a range of internal and external stakeholders in accordance with Australian Standard AS 4970-2009 Protection of trees on development sites. • Supervising and Performing ground, tree climbing, and aerial lift duties. • Inspect and assess trees on Melbourne Water land and provide assessment of dead and dangerous trees, and make recommendations and decisions. • Prepare and review high quality, accurate advice and reports, including Tree Management Plans, tree/vegetation assessments and plans for a range of audiences. • To coordinate work in a team environment. • To work with and provide in field oversight for multiple crews undertaking various on-ground activities. • Assist in the provision of on the job training for crews. • Meet specified quality, timeliness, budgetary and compliance requirements. • Competent in completing all relevant documentation in relation to work sites and equipment. • Responsible for ensuring the quality of own work and that of the team. • Taking care of own and colleagues wellbeing, Health and Safety through identification and reporting of hazards, involvement in improvement initiatives and provision of support to crew members. 	
KEY RESPONSIBILITIES	KPIs
<p>The list of indicative duties set out below is intended as a general guide</p> <p>General Duties:</p> <ul style="list-style-type: none"> • Undertake and lead the arborist crew, natural resource management, civil maintenance and grass management works in waterways and land delivery environments • Operation of a range of hand and power tools • Operation of heavy plant and equipment Undertake further training to enhance job capabilities or specified field works 	<ul style="list-style-type: none"> • Service delivery targets, safety and customer service quality KPI’s as noted in agreed service levels and procedures • Accurate and timely reporting of all incidents, near misses and hazards • Customer feedback

<ul style="list-style-type: none"> • Use and perform routine maintenance on tools and equipment • Operate within and contribute to improvement of Melbourne Water policies and procedures (including OH&S procedures), Task Risk Assessments, Standard Operating Procedures and Environmental Management System requirements. • Ensure that all required administrative elements are undertaken to a suitable standard and within the required timeframe • Respond to call outs as per Incidents and/or Emergency Response • Lead innovation drone program - oversight of contractor management and internal delivery of drone programs for all regions 	
<p>Crew Oversight:</p> <ul style="list-style-type: none"> • Plan and coordinate tasks taking account of the knowledge, experience, capability and training of the crew • Organise materials and tools, including maintenance to deliver the required tasks • Assign tasks to crew members based on skills and capability • Coordinate and direct tasks for achievement of works objectives • Ensure appropriate resources are used safely for the task at hand and to the required standards • Provide support to Supervisor in the provision of on-the-job training to crew members • Provide support to Supervisor for mentoring and coaching team members in behaviours in line with relevant Code of Conduct • Ensure all appropriate risk assessments are undertaken at the start and during the delivery of tasks • Ensure that all administrative elements relating to the work are undertaken to a suitable standard and within the required timeframes • Ensure all policy and procedures are followed 	<ul style="list-style-type: none"> • Service delivery targets, safety and customer service quality KPI's as noted in agreed service levels and procedures • Accurate and timely reporting of all incidents, near misses and hazards • Customer feedback • Alignment and Engagement results

- Take care of own and colleagues Health and Safety through identification and timely reporting of hazards and active involvement in improvement initiatives.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Demonstrated experience and capabilities coordinating, leading and working with crews in a civil, land management, grass management and construction/maintenance environment.
- Tertiary qualification in Arboriculture or related discipline (to at least Australian Qualification Framework Level4) or other relevant discipline or equivalent experience in a similar role within Local Government or the private sector. Certificate/Diploma in relevant disciplines or relevant work experience
- Extensive years' experience in the provision of arboriculture, horticulture or related discipline.
- Other qualifications such as Industry White Card, Chainsaw Ticket, Confined Space Entry, Fall Prevention, Plant Machinery competency, etc. as required
- Ability to take responsibility for own role in ensuring the safety of all team members and other personnel on site
- Problem solving skills, including the ability to deliver the appropriate outcomes
- Sound interpersonal skills and an ability to lead and communicate clearly and effectively with a wide range of people both within Melbourne Water, external organisations and with the general public
- Ability to lead, work and contribute in a team environment to improve processes, respond to various demands and manage multiple activities simultaneously
- Ability to work under pressure and in emergency situations
- Commitment to the mentoring and development of others within the team.

Please Note: All employees must possess a license to perform any duty which is required to be held under Australian legislation.

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

Leading Hands are required to communicate with a broad range of internal teams. Communication with internal stakeholders includes provision of advice on specific projects and procedures relating to maintenance or project activities.

EXTERNAL

- Leading Hands are required to communicate with external stakeholders as required including members of the general public and various other government agencies work alongside

Melbourne Water including the Department of Energy, Environment and Climate Action (DECCA), CFA, FRV, Parks Victoria.

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

Leading Hand requires the following:

Criminal Records Check
Medical Assessment
Victorian Driver's license

Location: South East Regional Office