



Position Description

Workgroup Leader – Tree Maintenance

Division	Asset Management Services
Portfolio	Field Services
Business Unit	Trees and Irrigation
Level	4
Reports To	Coordinator, Trees and Irrigation
Prescribed Position	No

Position Objective

A position with leadership responsibility, the Workgroup Leader – Tree Maintenance is responsible for leading a number of teams in the delivery of reactive and proactive tree maintenance works.

The Workgroup Leader – Tree Maintenance is expected to lead and promote the Field Services objectives of Safety leadership, Operational excellence, Customer experience and People experience.

Key Responsibilities

Safety Leadership

- Follow defined Work Health and Safety (**WHS**) legislation, policies and procedures related to the work being undertaken in order to ensure own safety, and that of others in the workplace.
- Responsibility for and actively involved in identifying and managing risk in day to day activities and projects.
- Lead and promote a 'safety first' culture including:
 - Ensuring that team members are trained in WHS policies and procedures, Safe Operating Procedures (**SOPs**), Safe Work Procedures (**SWPs**), and that these are monitored and kept up to date, including identifying and assisting with employee development;
 - Leading a positive safety reporting culture that reports all incidents, near misses and hazards and supports safety learning and improvements from this; and
 - Regularly monitoring daily risk assessments and contribute to increasing risk awareness of teams.

- Responsibility for the plant and equipment requirements on behalf of the team, including:
 - Ensuring teams complete all prestart and routine checks and inspections and plant has SOP's in conjunction with WHS procedures;
 - Liaising with Fleet Services on plant and equipment related matters ensuring faults are promptly reported and fixed;
 - Reviewing the accuracy of plant usage sheets for the team in conjunction with the Business Unit Coordinator and Manager Fleet Services; and
 - Liaising with, and coordinating activities associated with materials and equipment suppliers and hire companies.

Operational Excellence

- Coordinate and oversee programmed works, maintenance activities, and reactive works of teams, including but not limited to:
 - Ensuring service levels, agreed milestones, and productivity targets of projects and work activities are met;
 - Assisting in the development and preparation of associated budgets, cost reports and business cases;
 - Identifying and appropriately responding to, and addressing technical issues and problems relevant to work requirements;
 - Developing and maintaining effective relationships and management of contractors and suppliers;
 - Ensuring work orders are administered in accordance with associated Council procedures; and
 - Safely operating plant, equipment and machinery relevant to the Business Unit as required.
- Coordinate tree maintenance works within the Council area including:
 - Scheduling of programmed tree maintenance works, and reactive tree pruning and removal works; and
 - Providing expert advice in relation to tree pruning, removals, evaluations, and maintenance queries.
- Actively foster a culture of collaboration, innovation and continuous improvement with work teams.

People Leadership

- Provide leadership to work teams by:
 - Leading operational matters of work teams including resourcing, active on-site leadership, training and mentoring, and ensuring administrative duties such as daily records and timesheets are completed;

- Giving support, encouraging team contributions, and with guidance from the Business Unit Coordinator or Manager Field Services, undertake management of matters related to employee performance, development and wellbeing;
- Promoting a 'one team' culture within the Field Services Portfolio; and
- Ensuring teams understand the Field Services strategic direction and purpose, including actively participating in the development, monitoring and achievement of team, Business Unit and Portfolio KPI's.

Customer Experience

- Interact with members of the community, contractors, suppliers and colleagues in a professional way by:
 - Demonstrating active listening, showing empathy, and subject matter expertise in the provision of advice and resolution of matters;
 - Clearly and appropriately conveying information relevant to the area of expertise; and
 - Actively delivering an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.

General

- Perform other duties as reasonably requested by the Business Unit Coordinator or Manager Field Services.
- Positively contribute to our culture by living our values which guide decision making and delivery of outcomes for our community.
- Follow defined information management practices, policies and procedures of Council records.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Demonstrated leadership skills to motivate teams, encourage team contributions, and ability to manage employee performance and related matters.
- Ability to coordinate projects, including an understanding of operating budgets, stakeholder management, and time management in overseeing the delivery of project milestones.
- Effective verbal and written communication skills to express information clearly and appropriately for the intended purpose.
- Demonstrated interpersonal skills to establish and maintain effective relationships and an understanding of how to appropriately handle difficult conversations and matters of conflict.
- Competent digital literacy skills in various Microsoft applications with the ability to apply sound technical skills to Council's software systems.

- Ability to work well under pressure with multiple priorities, exercising sound judgement and initiative in decision making.
- Demonstrated problem solving skills to assess issues, identify and explore suitable solutions, and resolve problems appropriately.

Knowledge

- Understanding of the use and operations of a variety of associated arboriculture plant, equipment and machinery.
- Sound understanding of employer responsibilities under the Work Health and Safety Act 2012 (SA) and Return to Work Act 2014 (SA).
- Knowledge of relevant Council policies and procedures, and associated external regulations related to arboriculture and tree maintenance.
- Knowledge of employer responsibilities in creating and maintaining child safe environments.
- Understanding and appreciation of the Charles Sturt community, Council's strategic direction, and employee values.

Experience

- Experience in delivering quality customer service in an operational environment.
- Demonstrated experience of managing scheduled, and or, reactive program of works.
- Significant experience in arboriculture practices.
- Proven experience with plant and equipment associated with arboriculture.

Qualifications

Certificate IV in Management or equivalent	Desirable
Certificate III or Diploma in Arboriculture or relevant experience	Essential
MR Truck licence	Essential
A current driver's licence	Essential
High risk work licence – Elevated Work Platform (11 metres)	Essential
Work-Zone Traffic Management certificate	Desirable
White Card Accredited	Essential
Recognised Train the Trainer and Competency Assessment	Desirable