

Team Leader Arboriculture

Reports to	Coordinator Parks	Key Relationships	Coordinator Parks, Parks Team Leaders, Manager City Amenity, Director City Services, Planning Arborist, Parks Staff, Contractors and relevant stakeholders.
Classification	6 (2 year fixed term)		
Position number	552200		
What will you do?		Who are you?	
<p>Service Outcomes</p> <ul style="list-style-type: none"> Oversee the operational requirements of Manningshams Arboricultural services to promote and enhance safe, liveable and sustainable outdoor spaces in our community including parks, streets, shopping precincts and Council managed facilities Provide tree related advice to the residents of Manningham in response to customer service requests. Oversee internal crews and contractors to ensure effective delivery of tree related services including electric line clearance, tree establishment, proactive and reactive maintenance services. <p>Systems and process</p> <ul style="list-style-type: none"> Oversee the allocation and timely completion of customer service requests using council's Customer Relationship Management (CRM) system. Utilise Manningshams GIS based tree risk management system, contract management, auditing and OH&S systems. Implement the operational component of Manningshams Tree Management Plan and other strategic tree related documents. <p>People</p> <ul style="list-style-type: none"> Develop relationships and work in between different departments to provide effective tree management solutions. Build relationships with state government departments, electrical distribution companies and utility providers. Lead from the front, motivate and build an effective and safety focused team. 		<ul style="list-style-type: none"> You are a highly qualified and experienced arborist with demonstrated skills and abilities to meet the requirements of the position. You have demonstrated experience in the management of contracts relating to Arboricultural services. You have a sound knowledge of Arboriculture related legislation, strategies and guidelines. You have the ability to build relationships and communicate effectively with relevant Council departments and external stakeholders. You have experience in the management of teams and the ability to build effective working relationships with staff and contractors. You have a proven ability to provide excellent customer service and have highly developed interpersonal skills. <p>What do we expect?</p> <ul style="list-style-type: none"> Model and lead our values. Be dedicated to delivering a consistent, connected and customer focused service. Be committed to maintaining a safe and healthy workplace. Act consistently with our Employee Code of Conduct. Be flexible and responsive and prepared to step-up in times of need. 	

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What are your key responsibilities?

Service Outcomes	<ul style="list-style-type: none"> • Oversee the delivery of Manninghams 'Tree Pruning and Associated Services' contract including cyclic tree maintenance, electric line clearance, reactive works and tree planting. • Implement Manninghams Proactive tree inspection program in line with the Tree Management Plan. • Respond to customer service enquiries in a timely manner and meet specified deadlines. • Manage both lump sum and schedule of rates contractors ensuring that contract requirements are met. • Respond to risk related tree enquiries including claims and property damage and provide feedback to Management and Councils risk department. • Implement Manninghams tree planting program in alignment with its streetscape planting strategy and the Melbourne Urban Forest Strategy. • The ability to respond and mobilise staff and crews during tree related emergency situations as a result of storm events and hazardous trees to mitigate risk to the community.
Systems and Process	<ul style="list-style-type: none"> • Implement audit programs to ensure compliance with Manningham Councils Electric Line Clearance Management Plan and the current Energy Safe Victoria Electrical Safety (Electric Line Clearance) Regulations. • Implement Manninghams GIS tree auditing and proactive works processes and programs. • Organise the collection of data using Manninghams GIS tree plotting system to insure data is up to date and has been actioned as required by Arboriculture unit and contractors. • Ensure field based systems are being utilised by field staff and contractors. • Ensure OH&S safety systems are in place for safe delivery of services at all times.
People	<ul style="list-style-type: none"> • Develop an effective and efficient team based service with the customer and quality as its main focus. • Build relationships with state government departments, electrical distribution companies and utility providers to develop modern and effective management solutions. • Provide specialist advice to the Senior Strategic Arborist and Parks Coordinator during the development and review of contract specifications and tree management procedures. • Provide expert Arboricultural advice to the Senior Strategic Arborist, Parks Coordinator, Manager City Amenity and Director of City Services.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Responsible for implementation of Councils tree management processes and contract requirements. • Ability to manage resources to set budgets and objectives ensuring compliance with relevant legislation, regulations and Manningshams policies. • Responsible for implementing Councils proactive tree inspection program as outlined in Councils tree management plan. • Respond to regulatory authorities in the area of electrical line clearance. • Responsible for ensuring OH&S systems are in place and being implemented by staff and contractors at all times. • Provide input into policy development.
Judgement and decision making	<ul style="list-style-type: none"> • Demonstrated experience in applying industry methods and practices to make decisions and solve problems • Ability to problem solve and develop improvements based on industry knowledge • Demonstrate the ability to respond and make high level Arboricultural related decisions and provide recommendations to management and relevant stakeholders. • Ability to make final decisions in relation to the retention and removal of trees that may pose significant risk to public safety.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Demonstrated experience in conducting detailed Arboricultural assessments • Thorough knowledge of the current Energy Safe Victoria Electrical Safety (Electric Line Clearance) Regulations, Australian Standard AS4373 Pruning of Amenity Trees, Australian Standard for Protection of Trees on Development Sites and planning procedures in relation tree management. • An understanding and knowledge of fire management principles and practices. • High level computer skills and competent in using computer based software such as Microsoft Word, Excel, Arc GIS, Outlook and asset management / GIS based applications.
Management skills	<ul style="list-style-type: none"> • Ability to coordinate and organise contractors, internal staff, plant and materials for effective service delivery. • Skills in managing time, setting priorities, planning and organising work to achieve the objectives of the position in an efficient and effective manner. • High level contract management including the chairing of contract meetings, performance monitoring, auditing for quality of works and effective OH&S implementation. • Demonstrated experience in leading, motivating and developing employees in a Team environment.
Interpersonal skills	<ul style="list-style-type: none"> • The ability to effectively manage complex public situations and provide excellent customer service both within and beyond the organisation.

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	<ul style="list-style-type: none">• Ability to effectively communicate with a range of key stakeholders, contractors, park users and Council staff, to resolve problems• Highly developed written and oral presentation skills, including the ability to prepare reports and correspondence.• The ability to communicate and advise higher management and Councillors.
Qualifications and experience	<ul style="list-style-type: none">• Diploma (Level 5) in Arboriculture and/or relevant experience• Demonstrated knowledge of tree/horticultural management• Contract Management experience

Mandatory requirements	<ul style="list-style-type: none">• Victorian drivers licence• Minimum 5 years' experience in a relevant field
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