

Position Description

Position title:	Tree Inspection Officer
Directorate:	Infrastructure & Property
Service Unit:	Civil Construction & Maintenance
Reports to:	City Greening Services Manager
Direct reports:	Nil direct reports
Salary point:	12
Work location:	City Greening Centre, March Street Kotara
Date revised:	March 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Civil Construction & Maintenance?

We are a large team of 180+ Civil Construction professionals who work hard to deliver our Capital Works Program for the community. We have a range of employees working on the ground, on machinery and in the office. Employees within our team have a broad range of experience and like to share their knowledge. In our team we are focused on growing our own for the future, so many of our current employees have progressed through the ranks and have a wealth of corporate knowledge.

What's the focus of this position?

The focus of this position is to manage the risks associated with trees in an urban environment and maintaining the ongoing viability of the urban forest in accordance with Australian Standards, industry best practice and City of Newcastle policies. This position also has a strong focus on customer service and conflict resolution while ensuring quality outcomes and WHS compliance.

What you'll be doing:

- Assess the condition of the City of Newcastle's public tree assets to apply risk mitigation obligations to achieve the objectives of CN's policies and procedures
- Conduct Visual Tree Assessments (VTA) and Tree Hazard Assessments (THA) of trees on land vested under the control of CN in accordance with minimum industry standards, the Urban Forest Technical Manual, City Wide Maintenance Procedure, Urban Forest Policy and relevant planning and legislative requirements
- Provide a high level of technical Arboricultural assessment and advice to varying stakeholders for tree management associated with development, infrastructure projects and risk mitigation with the ability to delegate, supervise, coordinate and implement (project manage) complex tree management investigations and outcomes
- Manage and prioritise customer requests and requests for service to maximise efficiency in line with service element objectives and customer service expectations, whilst ensuring that tree assessment data and customer details are accurately collated and entered into CN's appropriate asset and data management systems in a timely manner
- Ensure that tree management strategies are assigned in accordance with the objectives of CN's policy, industry best practice, relevant industry related Australian Standards, Safe Work Codes of Practice, specifications and liaise with management in a timely manner regarding issues raised
- Liaise with varying stakeholders and customers; providing a customer service focus to resolve conflict through technical advice, negotiation and mediation regarding tree management issues in line with CN policy and protocols
- Produce written reports and formal responses for Councillor, MP and customer requests and provide internal stakeholders with technical advice regarding tree issues in line with CN policy and protocols.
- Conduct comprehensive investigations and prepare technical reports for public liability claims that are defensible in court and make court appearances on request
- Coordinate, organise, procure and prioritise the appropriate consultant services, plant, equipment and materials for works associated with arboricultural investigations as a result of insurance claims, tree retention objectives and risk mitigation in line with budget constraints
- Maintain the health and safety of the general public, contractor and employees during the execution of works by ensuring the appropriate site inductions, communication, review and adherence of safe work practices in accordance with WHS guidelines and CN's Safety Management System
- Monitoring and auditing of completed tree work carried out by internal and external providers
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager

The essentials you'll need:

- Diploma in AQF V Horticulture (Arboriculture) or equivalent Degree
- Strong experience in relation to Visual Tree Assessment, Tree Hazard Evaluation, associated methodology and reporting, with demonstrated knowledge of relevant Australian Standards, Workcover Codes of Practice and experience in their practical application in relation to the tree industry
- Strongly developed investigation and interpersonal communication skills with a demonstrated ability to provide accurate and clear technical written reports and verbal advice to a wide range of customers / stakeholders with strong negotiation and mediation skills in an environment with a high level of customer complaint

- White Card (General WH&S Induction Training for Construction Industry) and a demonstrated understanding of Workplace Health and Safety
- A class C Driver's Licence and the ability and willingness to be rostered "On Call" for emergency call out work
- Demonstrated ability to work unsupervised, set own priorities and tasks to meet service unit deadlines
- Demonstrated experience in the use of general office computer software packages e.g. Microsoft Office suite and corporate systems
- Demonstrated ability to work in a team-based environment that endeavours to focus on continuous improvement

Other valuable skills you may have:

- Experience in the management and coordination of tree maintenance activities on public trees including the efficient operation of associated inventories or asset management systems
- Demonstrated experience and ability to identify and implement process efficiencies, procedure development and review related to tree management
- Demonstrated extensive experience investigating and obtaining detailed evidence to produce technical reports in order to achieve the objectives of the service element

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	