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| **Title** | Tree Risk Management Officer |
| **Classification/Grade/Band** | Band 2 Level 2 |
| **Group/Unit/Section** | Environment and Planning / Environmental Management / Environmental Infrastructure |
| **Reports to** | Team Leader Public Tree Risk Management and Operations |

**Vision**

A vibrant organisation doing great things.

**Purpose**

To provide valuable services that strengthens and supports the Central Coast Community.

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Tree Risk Management Officer is responsible for delivering Central Coast Council’s tree management program through an advanced knowledge of arboriculture practices and in accordance with the objectives of Council and relevant legislation, policies and guidelines.

The position of Tree Risk Management Officer is required to provide quality customer service and create value for the community.

**Key Duties and Responsibilities**

* Monitor work practices and the productivity of the public tree program, and contribute to making improvements and meeting operational objectives and work plans to ensure outcomes;
* Advise the Development Control function as required on tree species, health/ condition, tree characteristics and any other technical arboriculture advice to assist them with their investigations;
* Prioritise and coordinate the implementation of tree works (by staff or contractors) to ensure minimisation of risk to public health and safety, conservation of desirable trees and to ensure works are undertaken within allocated budget, to the specified standards, and that any contractor claims are considered and processed appropriately;
* Assess and determine customer requests for public tree management and applications for private tree works *if required*; ensure approvals for tree management are in accordance with Council policies, objectives and statutory requirements;
* Undertake arboriculture assessments on public trees throughout the Central Coast Council LGA, including the recording of appropriate documentation (visual tree assessment, site assessments etc.) with consideration of safety, conservation value and other relevant criteria;
* Provide quality customer service to defuse contentious matters to prevent ongoing complaints;
* Provide contract management for the provision of complex tree services. This includes the full range of contracting functions such as ordering services via ERP, preparing information and obtaining quotes, evaluating quotes, auditing and management of multiple contractors conducting work, evaluating works undertaken and processing payments accordingly;
* Conduct site inspections when required to ensure that works carried out by contractors are completed in accordance with work plans, technical specifications and relevant standards and/or legislation;
* Maintain knowledge of current laws/policy and arboriculture industry practices to provide specialist technical advice and support to the Natural & Environmental Assets teams and other Council departments, and accurate information to the community.;
* Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent’s skills, training and experience.

**Authority and Accountability**

* Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council’s Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
* May work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required
* Decisions affect the work and activities of others within the Unit;
* The work of the Tree Risk Management Officer influences community within a specified service line through the application of technical skill or application of regulatory requirements;
* The Tree Risk Management Officer is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
* Has little or no responsibility for budget development;
* Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area

**Personal Attributes**

* Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
* Represent the organisation honestly, ethically and professionally and encourage others to do so;
* Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
* Support initiatives that create an environment where diversity is valued.

**Interpersonal Skills**

* Write fluently in a range of styles and formats and tailor communication to the audience;
* Identify customer service needs, understand customer perspectives and implement responsive solutions.
* Build cooperation and overcome barriers to information sharing and communication across teams/ units;
* Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

**Business Enablers and Technical Skills**

* Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
* Use expertise and seek others assistance to achieve work outcomes;
* Ensure current work plans and activities support and are consistent with organisational change initiatives;
* Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
* Ensure that actions of self and others are focused on achieving organisational outcomes;
* Take account of financial implications and return on investment when planning financial transactions;
* Support compliance with records, information and knowledge management requirements of the organization;
* Be aware of procurement and contract management risks and actions to mitigate these;
* Evaluate progress and identify improvements for future projects.

**Team Work**

* Ensure team objectives achieve business outcomes that align with organisational policies;
* Plan and monitor resource allocation effectively to achieve team objectives.

**QUALIFICATIONS**

**Essential**

* AQF 5 qualification in Arboriculture, OR AQF 3 in Arboriculture with extensive experience in a Tree Assessment role minimum 12mths and currently enrolled AQF 5 qualification in Arboriculture
* Work Cover WHS Induction (White Card);
* Current Class C Drivers Licence.

**Desirable**

* Working Near Overhead Power Lines;
* Accredited Current training in Chainsaw Operation.
* Traffic control

**EXPERIENCE**

* Demonstrated experience in an arboriculture role;
* Experience in the investigation of illegal tree removal both on private and public land;
* Sound knowledge and understanding of Arboriculture industry standards, legislative requirements, principles and trends;
* Experience in the assessment of tree health and identification of potentially dangerous trees through the application of arboriculture related practices and procedures
* Advanced knowledge in tree species identification and understanding of their traits and characteristics.

Key Relationships

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| Internal | External |
| Councillors | Members of the Public/residents/ratepayers |
| Section Managers/Team Leaders | Commercial/industrial/development representatives (e.g. Vendors, builders, clients) |
| Other Council employees (not including direct reports) | Consultants, solicitors and other professionals |
|  | State and Federal Government Agencies |
|  | Local Business |