# **Position Description**

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| **Position Title:** | Tree Inspection Officer |
| **Directorate:** | Infrastructure and Property |
| **Service Unit:** | Civil Construction and Maintenance |
| **Salary Point:** | 10 |
| **Position Reports To:** | City Greening Services Manager |
| **Staff Management:** | Nil Direct Reports |
| **Budget Responsibility:** | Nil |
| **Date PD Reviewed:** | August 2019 |

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| **Organisation Context of Position** |
| City of Newcastle employs over 900 staff and is responsible for a local government area of 187km2. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, City of Newcastle has a variety of locations across the City and encompasses 5 Directorates:   * Governance * Strategy and Engagement * People and Culture * Infrastructure and Property * City Wide Services   The purpose of the Infrastructure & Property Directorate is to:   * Ensure whole of life planning and maintenance of CN’s built, physical and natural assets including infrastructure, plant and fleet assets. * Manage the delivery of civil works and environmental projects across the LGA. * Provide contract management services to CN, including the management of relevant works and services delivered by external providers, as well as leasing & property management. * Provide services that improve presentation of the city, including city greening, graffiti removal and street cleaning.   The Service Elements that form the Infrastructure & Property Directorate are:   * Depot Operations * Assets & Projects * Civil Construction & Maintenance * Property & Facilities |

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| **Workplace Health & Safety** | |
| **WHS RAA Level** | 6 |
| For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities. | |

**Position Responsibilities**

* Manage and prioritise tree inspection requests for service, collate accurate data from tree assessments on Council land and ensure that the data is accurately entered into Council’s appropriate asset management system in a timely manner in accordance with the City Wide Maintenance Policy provisions and KPI requirements.
* Conduct Visual Tree Assessments and Tree Hazard Assessments of trees on land vested under the control of Council in accordance with VTA and THA methodologies the Urban Forest Technical Manual, City Wide Maintenance Policy and relevant planning and legislative requirements.
* Ensure that tree management strategies are assigned in accordance with industry best practice and relevant industry related Australian Standards, Work Cover Codes of Practice and specifications and liaise with management in a timely manner regarding issues raised.
* Provide quality customer service by answering telephone enquiries, service requests, communication and correspondence in a confidential and professional manner in line with Council’s Customer Service Charter.
* Liaise with varying stakeholders and customers; provide technical advice, negotiation and mediation with regard to tree management issues in line with council 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.
* To resolve conflict regarding requests by customers and their expectations in line with Council policy and procedures relating to tree work and related projects.
* Produce written reports and formal response for Councillor, MP /customer requests and internal stakeholders with technical advice regarding tree issues in line with council policy and protocols.
* Oversee selected tree works, investigations or projects as required by the Manager, with a strong focus on ensuring quality outcomes and WH&S compliance.
* Monitoring and auditing of completed tree work carried out by internal and external providers
* Ability and willingness to be rostered “On Call” for emergency call out work utilising appropriate licences and competencies to make safe emergency situations.
* Meet all objectives of the individual performance development plan to the managers satisfaction over the nominated review period.
* Any other accountabilities or duties as directed by Coordinator / Manager which are within the employee’s skill, competence and training.

**Position Selection Criteria**

**Essential**

1. Possess AQF V Horticulture (Arboriculture) or possess AQF 3 Horticulture (Arboriculture) or equivalent and be currently enrolled in AQF V Diploma Horticulture (Arboriculture) or higher.
2. 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.
3. 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.
4. General WH&S Induction Training for Construction Industry and a demonstrated understanding of Workplace Health and Safety.
5. A class C Driver’s Licence and the ability and willingness to be rostered “On Call” for emergency call out work.
6. Demonstrated ability to work unsupervised, set own priorities and tasks to meet service unit deadlines.
7. Demonstrated strong experience in the use of general office computer software packages e.g. Microsoft Word, Excel and Outlook.
8. Demonstrated ability to work in a team-based environment that endeavours to focus on continuous improvement.

**Desirable**

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