

Position Description



Position Title:	Tree Investigation Officer
Position Number:	PP0474
Purpose of Position	To undertake investigations and carry out regulatory action associated with unauthorised tree works under the Environmental Planning and Assessment Act and Local Government Act
Grade of Position:	Band 5 Provides a specialised/technical service and completes work which has elements of complexity. .
Hours of Work:	35 hours per week (weekend work will be required as part of this role). Note – This role requires weekend /after-hours availability
Department:	Operations
Section:	Technical Services
Position Reports to:	Coordinator Tree Management
Number Supervised:	Nil
Approved by:	Director Operations  (ACTING) Date: 22/01/2024

CONTACTS

Key Contacts Within Department

- Director Operations
- Manager Technical Services
- Coordinator Tree Management

Key Contacts in Other Departments

- Compliance
- Customer Service Officers
- Corporate Lawyer

Key Contacts Outside Council

- Contract Tree Personnel
- Peak bodies e.g. Tree Contractor Association
- Residents

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:.....

Signature:..... Date:

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GENERIC OUTPUTS OF THE POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all hazards for your area!
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all incidents and near misses
 - Meet reporting timeframes
 - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act

- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Comply with all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene in accordance with Council's Corporate Dress Policy
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

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ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificate

- Tertiary qualifications in Environmental Law or Law Enforcement
- Class C Drivers Licence

2. Required Experience

- Experienced in environmental law or law enforcement, including undertaking investigations using the full powers invested in the Environmental Planning and Assessment Act & Local Government Act
- Ability to work in a diverse team environment
- Project management skills
- Extensive experience in conflict resolution
- Extensive experience in interpreting and applying relevant legislation

3. Desirable Experience

- Experience with investigations involving breaches of tree and vegetation Development Control Plans

4. Required Skills

- High level communication skills
- Ability to work in a diverse team environment
- Project management skills
- Excellent conflict resolution skills
- Ability to prepare briefs
- Ability to prepare witness statements
- High level software application skills
- Be motivated and passionate about achieving outcomes that protect the environment and amenity

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OPERATIONAL OUTPUTS OF THE POSITION

- Within 48 hours of initial report of unauthorised tree works, commence investigations having regard to Council's Compliance Policy.
- Undertake proactive compliance associated with tree works in progress.
- Attend site immediately to reports of alleged unauthorised works in progress engaging with individuals to ensure compliance.
- Issue Penalty Infringement Notices and any associated Orders resulting from investigations in accordance with the relevant legislation
- Work collaboratively with council's communications department to design and implement regulatory programs to target unauthorised tree works.
- Gather evidence using high level investigation methodology guided by Council guidelines, and other role related legislation
- Prepare all relevant Notices required by legislation and keep informed of all changes in legislation relevant to the role.
- Conduct and record interviews in accordance with relevant procedure.
- Prepare witness statements and legal briefs, referring to Council's Corporate Lawyer as appropriate.
- Prepare case suitable investigation plans and analyse available evidence to establish likelihood of a successful prosecution.
- Record actions and activity using Council's Content Manager system and software applications. Maintaining comprehensive, readily accessible data that reflects all illegal tree activities for the month. The report should include, but not be limited to data in respect to No. of Complaints received, Number of Complaints Investigated, Warning Notices issued, Penalty Notices Issued, Orders issued and Prosecutions undertaken under the Environmental Planning and assessment Act.
- Actively communicate with other LGAs and other relevant agencies regarding incidents and contribute to information sharing.
- Appear before the Court on behalf of Council in relation to matters to be heard before the Court.
- Comply with Council's Compliance Policy and other relevant policies regarding collection of evidence
- Maintain CRM and Content Manager records as required in the corporate standard.
- Ensure all communications are conducted professionally and in a courteous manner in accordance with Council's Code of Conduct.
- Report to Coordinator Tree Management monthly regarding investigation activity and proposed actions.
- Actively deliver environmental messaging and other corporate communications during contact with the public.
- Participate as appropriate to the organisation to contribution ideas and prevention methods for reducing illegal tree works.
- In consultation with the Coordinator Tree Management, prepare and/or review Standard Operations Procedures for undertaking unauthorised tree works investigation.