Position Description

Title	**General Hand – Urban Forest**		
Directorate	Infrastructure Services		
Business Unit	Parks and Natural Environment		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2025		
Classification	Level C General Hand Parks		
Reports To	Crew Leader – Urban Forest	**Direct Reports**	0
Internal Relationships	Engineering Services Parks and Natural Environment Asset Management Waste Services All other relevant business units	**External Relationships**	The City of Joondalup has numerous customers with a wide range of service needs including residents, local businesses, contractors, rate payers, community groups, visitors and government departments.

Our Vision

"A Global City: Bold, Creative and Prosperous"

Our Distinguishing Values

Bold – We will make courageous decisions for the benefit of the community and future generations.
Ambitious – We will lead with strength and conviction to achieve our vision for the City.
Innovative – We will learn and adapt to changing circumstances to ensure we are always one step ahead.
Enterprising – We will undertake ventures that forge new directions for business and the local economy.
Prosperous – We will ensure our City benefits from a thriving economy built on local commercial success.
Compassionate – We will act with empathy and understanding of our community's needs and ambitions.

Position Purpose

The General Hand - Urban Forest is responsible for undertaking arboricultural and horticultural activities on the City's trees and streetscapes in addition to operating fleet and plant equipment.

Stakeholder Engagement

Operate as a part of a team, providing high quality customer service to residents and members of the public.
Contribute to the achievement of corporate objectives by ensuring all stakeholders are dealt with in a professional and timely manner.

Corporate Responsibilities

Demonstrate and champion behaviour that is consistent with the City's values.
Through the delivery of outstanding service, maintain the City's reputation of customer service excellence.
Work in a safe manner that will not endanger the health and safety of yourself, other workers or members of the public.
Meet Work Health and Safety (WHS) and other legislative requirements in accordance with the parameters of the position.
Report unsafe practices or hazards to supervisors or WHS representatives immediately.
Support and promote a safe working environment, ensuring that safe working conditions and practices are in place at all times by taking personal ownership of safety.

Carry out duties in accordance with the City's Code of Conduct and the protocols, procedures and guidelines that support it.
Recognise our legal and moral responsibilities in keeping children safe from harm and promoting their best interests. It is expected that this position will adhere with the above statement and reporting obligations whilst completing their duties.
Carry out all other duties as deemed reasonable and appropriate to the scope and classification of the role as directed from time to time.
The City of Joondalup is an Equal Opportunity employer, committed to promoting fairness, equity, diversity and inclusion. We welcome applications from people with diverse cultural backgrounds and abilities, for advertised positions.

Key Position Responsibilities

Undertake activities in accordance with the business unit plan, project plan, other relevant plans and budgets and within agreed timeframes.
Ensure all works are undertaken in a productive and timely manner in accordance with City guidelines, ISO 9001, specifications, procedures and adopted practices.
Ensure diligence in relation to the use and user maintenance of plant and equipment in accordance with manufacturer's instruction and safe operating procedures.
Ensure that traffic management operations are conducted safely and in accordance with the current Main Roads Code of Practice.
Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

Accountability and Extent of Authority

Works under general supervision.
Responsible for quality and standard of work performed.
Responsible for materials, tools, equipment, vehicles and plant in the employee's use and used by others under their guidance.
Problem solving may require some originality in approach including applying previously encountered solutions or experience.
Responsible for quality and standard of work performed, including work of other employees.

Key Result Areas

Service Delivery	Carry out safe and efficient planting, pruning and maintenance of shrubs and trees. Undertake removal of weed species mechanically and chemically. Undertake removal of litter. Carry out scheduled programs and reactive maintenance of parks, trees and streetscapes to relevant standards and within allocated time frames. Update work orders and allocated tasks through the City's electronic work management system/device. Identify faults and required maintenance on parks and streetscapes infrastructure and report through the City's electronic work management system/device. Actively contribute improvement suggestions for processes and procedures. Comply with the City's processes, work practices and documentation to support maintaining Quality Management System and ISO 9001 certification. Display attitudes and behaviours that support a culture of continuous improvement across the Infrastructure Services Directorate. Perform other duties as requested within the scope of this level in accordance with skills, knowledge and experience.
Fleet and Equipment Maintenance	Operate plant equipment to carry out trees and streetscape scheduled and reactive maintenance. Operate and maintain machinery and equipment in accordance with manufacturer's instruction and safe operating procedures.

	Report any defects, loss or damage to machinery or plant equipment to the Crew Leader – Urban Forest.

Classification Descriptors

Skills	Basic skills in arboriculture operations and streetscape maintenance. Basic communication and interpersonal skills with the ability to read and follow work instructions. Demonstrated basic level of computer literacy including the ability to operate a hand held device. Ability to use initiative whilst working in a team environment or independently with limited supervision. Problem solving skills. Strong ability to prioritise and organise workload.
Knowledge	Manual handling techniques, methods and practices. Tree/Plant Identification. Arboriculture and Horticultural maintenance techniques, materials and equipment. Park infrastructure. Plant, equipment and materials associated with park, tree and streetscape maintenance. Traffic management. Work Health and Safety requirements relevant to this role including Material Safety Data Sheets.
Experience	Arboriculture maintenance techniques, materials and equipment or completion of relevant tertiary qualification in Horticulture or related discipline. Installation of landscapes and subsequent maintenance practices. Minor pruning of trees and shrubs. The safe and effective application of herbicides. Completing designated tasks to expected standards within relevant timescales. Providing excellent customer service. Traffic management. The use of plant, equipment and materials associated with park, tree and streetscape maintenance.
Qualifications / Clearances	Completion of or progress towards relevant tertiary qualification in: ○ Conservation and Ecosystem Management; ○ Horticulture; ○ Arboriculture; or ○ Related discipline or relevant experience. WA C Class Drivers Licence. Construction Safety Induction Card (White Card). Chainsaw certificates (or willingness to obtain within the first 3 months of appointment to position). Chemical Certificate (Prepare and apply chemicals to control pest, weeds and diseases AHCCHM307, Transport and store chemicals AHCCHM304 and Control weeds AHCPMG301) (or willingness to obtain within the first 3 months of appointment to position). Basic Worksite Traffic Management Certificate (or willingness to obtain within the first 3 months of appointment to position).

Position Description

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Meet Work Health and Safety (WHS) and other legislative requirements in accordance with the parameters of the position.
Report unsafe practices or hazards to supervisors or WHS representatives immediately.
Support and promote a safe working environment, ensuring that safe working conditions and practices are in place at all times by taking personal ownership of safety.

Carry out duties in accordance with the City's Code of Conduct and the protocols, procedures and guidelines that support it.
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Ensure that traffic management operations are conducted safely and in accordance with the current Main Roads Code of Practice.
Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

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Key Result Areas

Service Delivery	Carry out safe and efficient planting, pruning and maintenance of shrubs and trees. Undertake removal of weed species mechanically and chemically. Undertake removal of litter. Carry out scheduled programs and reactive maintenance of parks, trees and streetscapes to relevant standards and within allocated time frames. Update work orders and allocated tasks through the City's electronic work management system/device. Identify faults and required maintenance on parks and streetscapes infrastructure and report through the City's electronic work management system/device. Actively contribute improvement suggestions for processes and procedures. Comply with the City's processes, work practices and documentation to support maintaining Quality Management System and ISO 9001 certification. Display attitudes and behaviours that support a culture of continuous improvement across the Infrastructure Services Directorate. Perform other duties as requested within the scope of this level in accordance with skills, knowledge and experience.
Fleet and Equipment Maintenance	Operate fleet including truck and/or trailer, and plant equipment to carry out Parks Operations (trees and streetscapes) scheduled and reactive maintenance. Operate and maintain machinery and plant equipment in accordance with manufacturer's instruction and safe operating procedures.

	Report any defects, loss or damage to machinery or plant equipment to the Crew Leader – Urban Forest.

Classification Descriptors

Skills	Good skills in the use of plant, equipment and materials associated with park arboriculture operations and streetscape maintenance. Good interpersonal and communication skills with the ability to follow work instructions. Ability to use initiative whilst working in a team environment or independently with limited supervision. Good time management and organisational skills with the ability to prioritise multiple tasks. Demonstrated problem solving skills. Demonstrated basic level of computer literacy including the ability to operate a handheld device.
Knowledge	Manual handling techniques, methods and practices. Arboriculture and Horticultural maintenance techniques, materials and equipment. Tree/Plant Identification. Tree growth habits. Plant, equipment and materials associated with tree and streetscape maintenance. Park infrastructure. Traffic management. Safe chemical application. Work Health and Safety requirements relevant to this role including Material Safety Data Sheets.
Experience	Minimum of one years' experience in arboriculture operations. Providing excellent customer service. Installation of landscapes and subsequent maintenance practices. Minor pruning of trees and shrubs. The safe and effective application of pesticides. Completing designated tasks to expected standards within relevant timescales. The use of plant, equipment and materials associated with park, tree and streetscape maintenance. Traffic management.
Qualifications / Clearances	Relevant tertiary qualification in Horticulture or Arboriculture or relevant experience. WA MR Class Drivers Licence. Construction Safety Induction Card (White Card). Chainsaw certificates (or willingness to obtain within the first 3 months of appointment to position). Chemical Certificate (Prepare and apply chemicals to control pest, weeds and diseases AHCCHM307, Transport and store chemicals AHCCHM304 and Control weeds AHCPMG301) (or willingness to obtain within the first 3 months of appointment to position). Basic Worksite Traffic Management Certificate (or willingness to obtain within the first 3 months of appointment to position).