Position Description

Title	**Skilled General Hand – Urban Forest**		
Directorate	Infrastructure Services		
Business Unit	Parks and Natural Environment		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2025		
Classification	Level E		
Reports To	Senior Team 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 Skilled General Hand - Urban Forest is responsible for undertaking planting and maintenance of the City's trees and streetscapes, in addition to operating plant and 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 assuring the 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.
- Understands and applies quality control techniques, including taking corrective action.
- Assists in the provision of on-the-job training to a limited degree.
- Problem solving exercised within established procedures and guidelines.
- Exercises discretion within the scope of this level.

Key Result Areas

Service Delivery	• Carry out safe and efficient planting, pruning and watering of trees and shrubs. • Carry out scheduled programs and reactive maintenance of trees in parks 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 of trees in parks and streetscapes 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 including elevated work platform, mobile crane and chainsaw, 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 Senior Team Leader – Urban Forest.

Resource Management	• Resources are shared with others to achieve Parks and Natural Environment, Engineering Services, Waste Services and Asset Management programmed works.

Classification Descriptors

Skills	• Demonstrated technical skills in the use of arboricultural plant, equipment and materials associated with park arboriculture operations and streetscape maintenance. • Good interpersonal and communication skills with the ability to co-operate with employees and members of the public. • Good time management and organisational skills including the ability to follow work instructions and prioritise tasks. • Ability to use initiative whilst working in a team environment or independently with limited supervision. • Demonstrated flexibility and problem-solving skills with a high attention to detail. • Demonstrated basic level of computer literacy including the ability to operate a handheld device.
Knowledge	• Manual handling techniques, methods and practices. • Plant and equipment maintenance and operation • Arboriculture, Horticulture and turf maintenance techniques, materials, • plant and equipment. • Arboricultural pruning and planting techniques. • Tree/Plant identification. • Tree growth habits. • Traffic management. • Work Health and Safety requirements relevant to this role including Material Safety Data Sheets.
Experience	• Minimum of two years' experience in arboriculture/horticulture and the maintenance of trees and shrubs within streetscapes and public open spaces. • Arboriculture/horticulture plant and equipment maintenance and operation. • Maintenance of public open spaces and streetscapes. • Pruning techniques and tree condition assessment. • Traffic management. • Working within a team environment completing designated work tasks to expected standards within relevant timescales, including monitoring external parties where appropriate. • Providing excellent customer service. • Providing on-the-job training of employees as directed by your supervisor.
Qualifications / Clearances	• WA MR Class Drivers Licence. • Construction Safety Induction Card (White Card). • Chainsaw Operators Certificate. • Basic Worksite Traffic Management (or obtained within the first 3 months of appointment to position). • Current First Aid Certificate including CPR (HLTAID011 and HLTAID009) (or obtained within the first 3 months of appointment to position). • EWP Operators Certificate (or obtained within the first 3 months of appointment to position). • Current RIIHAN307E - HIAB Crane Certificate (or obtained within the first 3 months of appointment to position). • Relevant training, qualification and/or certificate in Tree Assessments (desirable).