

Position Description

Title	Field Officer Urban Forest		
Directorate	Infrastructure Services		
Business Unit	Parks and Natural Environment		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2025		
Classification	Level F		
Reports To	Technical Officer - Arborist	Direct Reports	0
Internal Relationships	<ul style="list-style-type: none"> • 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 Field Officer Urban Forest is responsible for providing assistance to the Urban Forest subunit, pertaining to the effective delivery of the City’s tree planting and maintenance program, and other arboricultural related programs.

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.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems 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

- This position works with limited supervision within procedures and guidelines.
- This position is able to make recommendations in plant operations and areas requiring works scheduling.
- This position is responsible for quality and standard of work performed, including productivity and safety.
- This position is responsible for the operation of specialist machinery.
- Solutions to problems generally found in precedents, guidelines or processes. Assistance available from supervisor.
- This position requires medium level decision making on technical aspects of plant and equipment.

Key Result Areas

Service Delivery	<ul style="list-style-type: none"> • Assist Urban Forest in the delivery of City programs related to trees including, but not limited to, the Winter Tree Planting program, Leafy City program and tree maintenance. • Provide input to the Technical Officer Arborist, Supervisor Urban Forest and Coordinator Urban Forest, regarding tree asset management and information obtained from visual site inspections. • Provide day-to-day support and advice to Urban Forest employees. • Monitor and audit work performed by employees and contractors to ensure the effective and successful delivery of the City's tree planting and maintenance programs. • Proactively establish and maintain cooperative and collaborative relationships with internal and external stakeholders including, but not limited to, Water Corporation, Western Power. • Update work orders and allocated tasks through the City's electronic work management system /device. • Identify faults and required maintenance on the City's tree assets 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.
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	<ul style="list-style-type: none"> Perform other duties as requested within the scope of this level in accordance with skills, knowledge and experience.
Fleet and Equipment Maintenance	<ul style="list-style-type: none"> 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 Technical Officer Arborist.
Resource Management	<ul style="list-style-type: none"> Resources are shared with others to achieve Parks and Natural Environment, Engineering Services, Waste Services and Asset Management programmed works.

Classification Descriptors

Skills	<ul style="list-style-type: none"> Demonstrated experience in Arboriculture/tree asset management. Effective interpersonal and communication skills with the ability to co-operate with employees and members of the public. Effective time management and organisational skills with the ability to follow instructions, prioritise tasks and manage multiple tasks or projects. 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. Ability to read and interpret work instructions and landscape plans. Demonstrated intermediate level of computer literacy including the ability to operate a handheld device.
Knowledge	<ul style="list-style-type: none"> Manual handling techniques, methods and practices. Tree assessments – health, safety and amenity value. The use and maintenance of small plant and equipment associated with arboriculture. Traffic management. Work Health and Safety requirements relevant to this role.
Experience	<ul style="list-style-type: none"> Minimum of two years' experience in Arboriculture/tree asset management. Completing designated work schedules to expected standards within relevant timescales, whilst providing direction to external parties where appropriate. The use of plant, equipment and materials associated with Arboriculture. Traffic management. Providing excellent customer service. Providing on-the-job training of employees as directed by your supervisor.
Qualifications / Clearances	<ul style="list-style-type: none"> WA MR Class Drivers Licence. Construction Safety Induction Card (White Card). Relevant tertiary qualification in Irrigation, Horticulture, Arboriculture, Conservation and Ecosystem Management or related discipline, or relevant experience. Relevant training, qualification and/or certificate in Tree Assessments (or obtain within the first 12 months of appointment to position). Basic Traffic Management and Traffic Control Certificates (or obtain within the first 3 months of appointment to position). Chainsaw Certificate (or obtain within the first 3 months of appointment to position) Current First Aid Certificate including CPR (HLTAID011 and HLTAID009) (or obtain within the first 3 months of appointment to position).