

Position Description

Title	Crew Leader – Urban Forest		
Directorate	Infrastructure Services		
Business Unit	Parks and Natural Environment		
Agreement	City of Joondalup Outside Workforce Enterprise Agreement 2021		
Classification	Parks Level F Crew Leader		
Reports To	Senior Team Leader Urban Forest	Direct Reports	1 - 4
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 Crew Leader - Urban Forest is responsible for providing direction and guidance to the Urban Forest team to ensure delivery of scheduled programs and reactive maintenance.

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 committed to fairness, equity, diversity, and inclusion within all organisational practices and is an Equal Opportunity employer. We provide opportunities and support to build a diverse workforce and inclusive workplace that reflects the community we serve. The City encourages Aboriginal and Torres Strait Islander peoples, people of culturally and linguistically diverse backgrounds, people with a disability, people of all ages, sexualities and genders to apply 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, including productivity and safety.
- Responsible for materials, tools, equipment, vehicles and plant in the employee's use and used by others under their supervision.
- This position operates within clearly established procedures and guidelines.
- Responsible for quality control/assurance procedures, including to recognise and correct quality deviations and/or faults.
- Responsible for the quality and standard of work performed, including work of other employees (or including productivity and safety).
- Solutions to problems may require initiative and judgment. Assistance available from Supervisor and Senior Team Leader.
- The people management will be done in a timely manner and in accordance with the City's policies, procedures, protocols and applicable legislation.
- Responsible for providing employees under their supervision with on-the-job training and guidance.
- Responsible for productivity and efficiency of work groups supervised.
- Required to set daily tasks and work instructions for subordinates within defined constraints.

Key Result Areas

Service Delivery	<ul style="list-style-type: none"> • Ensure the Urban Forest team provides effective and efficient maintenance to all allocated trees and streetscapes to established quality standards. • Regularly monitor the condition of trees and streetscapes to determine work requirements. • Provide support to the Senior Team Leader Urban Forest, and Supervisor Urban Forest. • Carry out planting and maintenance of trees and shrubs. • Undertake removal of weed species mechanically and chemically. • Undertake removal of litter. • Carry out scheduled programs and reactive maintenance of 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.
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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operate fleet and plant equipment to carry out 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	<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 technical skills in park, arboriculture and horticultural maintenance. 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 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. Ability to supervise others on day-to-day operational tasks when required.
Knowledge	<ul style="list-style-type: none"> Arboriculture and Horticultural maintenance techniques, materials and equipment. Tree/Plant Identification. Tree pruning and growth habitsPark infrastructure. The use of plant, equipment and materials associated with park, tree, streetscape and turf maintenance. Park and landscape maintenance. Chemical application. Traffic management. Work Health and Safety requirements relevant to this role including Material Safety Data Sheets.
Experience	<ul style="list-style-type: none"> Minimum of two years' experience in tree and streetscape maintenance. Completing designated work tasks to expected standards within relevant timescales, including monitoring external parties where required. Supervision of employees. The use of plant, equipment and materials associated with tree and streetscape maintenance. Traffic management. Providing excellent customer service. Providing on-the-job training of employees as directed by your supervisor. Experience supervising a team.
Qualifications / Clearances	<ul style="list-style-type: none"> Certificate III in Horticulture or Arboriculture or equivalent qualification or relevant experience. Appropriate plant operating certificates. <ul style="list-style-type: none"> Current RIIHAN307E - HIAB Crane Certificate (desirable). EWP Operators Certificate (desirable). Chainsaw Operators Certificate. Relevant leadership qualifications. <ul style="list-style-type: none"> Certificate in New/Experienced Supervisor (desirable).

	<ul style="list-style-type: none"> • 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). • WA MR Class Drivers Licence. • Basic Traffic Management and Traffic Control Certificates (or willingness to obtain within the first 3 months of appointment to position). • Construction Safety Induction Card (White Card). • Current First Aid Certificate including CPR (HLTAID011 and HLTAID009) (desirable).
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