



POSITION DESCRIPTION

Title	Urban Forest Supervisor
Position Classification:	Local Government (State) Award: Band 2 Level 3
Salary Range:	Grade 27 to Grade 33
Status:	Full time
Position written on:	April 2022
Position revised on:	2026
Position written by:	Manager Parks and Reserves
Division:	Open Space and Infrastructure
Department:	Urban Forest Management
Reports to:	Manager Parks and Reserves
Special Conditions	Tool of Trade Vehicle Police Clearance required

1. PURPOSE OF THE POSITION

The Urban Forest Supervisor, is responsible for ensuring the achievement of Council's program objectives through:

- Leading and coordinating the efficient and effective operation of the Urban Forest Management Team within the Open Space and Environmental Services Division;
- Improving the quality and quantity of the Trees and Canopy cover within the Urban Forest.
- Maximising community awareness as well as understanding and appreciation of the value and benefits of the Urban Forest.
- the development and implementation of all Arboricultural policies, strategies, plans and programs for North Sydney Council.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 Urban Forest Maintenance and Management Activities

Prepare, implement, and review maintenance and upgrading programs for the Management of the Urban Forest. Ensure that all Urban Forest assets are managed, maintained and/or replaced in a safe and attractive condition in accordance with Council's objectives.

Key tasks:

- Co-ordinate and implement improvement processes for North Sydney's urban forest, including quality management, performance management, program evaluation, and best practice methods.
- Provide specialised high level arboricultural advice to a range of stakeholders for both private and public Trees.
- Establish and maintain effective working relationships with both internal and external stakeholders
- Review and provide arboricultural advice on development applications and public open space.
- Maintain knowledge of emerging issues, trends and policy impacts in urban forestry and arboricultural management services, to ensure that Council can continually deliver best practice services
- Implementation and Review North Sydney's existing policy framework including the Urban Forest Strategy and Street Tree Strategy
- Attend and prepare reports and recommendations for Council, Committee and Working Parties as required or directed,
- Ensure high levels of community notification, consultation and engagement on relevant projects and works
- Coach/train staff as appropriate.
- Allocate plant, labour, and materials efficiently and effectively to undertake maintenance and management activities.

2.2 Staff Supervision and Performance

Provide leadership to and supervision of all staff members involved in the activities of the Tree Maintenance Section

Manage staff performance through formal and informal mechanisms to ensure that performance standards and objectives are achieved.

Key tasks:

- Manage a team of professional and technical staff to develop and manage
 - service specifications,
 - contracts,
 - internal and external customer requests,
 - private tree applications,
 - development referrals and
 - any other service delivery arrangements for North Sydney's urban forest.
- Manage and organise the workforce and contractors in the efficient and effective delivery of the following functions and services for Council in accordance with management plans and budgets:

Public Trees

- Customer service requests (CRM)
- Tree risk and claims management
- In-house (by staff) tree planting, establishment watering (street trees and park trees)
- Design input and project arborist services for capital works projects (including master planning, detailed design park upgrades, town squares)
- Liaison with capital works and civil works teams regarding the integration of works and management of construction impacts during civil works around street trees
- Asset management of trees (data input, register, audits, inspections, condition assessment, risk management)
- Contract management for the inspection and maintenance of street and park trees (external contractors)
- Proactive tree maintenance and inspection programs
- Tree advocacy, liaison and lobbying of government agencies and utilities (eg. Ausgrid)
- Internal review and appeals regarding Tree Management decisions (DAs and Permits)

Private Trees

- DA assessment (including liaison with Planning)
- Permit assessment (TPOs)
- Monitoring and compliance management (ie. Follow-up on compliance with conditions of consent)

- Tree breaches, provision of expert advice and liaison with Council's compliance team (regulatory and compliance issues)
- Ensure that customer and community requests and complaints are responded to in a timely manner, in accordance with Council policies and KPIs
- Ensure that adequate records are kept of work carried out in the section, in accordance with Council policies
- Lead, facilitate and monitor achievement of outcomes and projects by staff, ensuring services delivered meet the Community Strategic Plan, management plans and service agreement requirements
- Provide ongoing feedback: praising, redirecting, or reprimanding as appropriate
- Ensure satisfactory levels of attendances, punctuality and behaviour are maintained and downtime is minimised.
- Manage staff performance and behaviour, as appropriate.
- Identify and coordinate training needs of staff to ensure the appropriate skills, competencies and qualifications are maintained across the team.
- Ensure compliance with WH&S and Anti-Discrimination legislation as well as with Council's policies and procedures.

2.3 Contractor Management

Appoint and manage contractors' performance in order to assist in the implementation of Tree maintenance activities.

Key Tasks

- Prepare individual project briefs and tender specifications, engage and monitor progress and the performance of project consultants and contractors in accordance with Council's Procurement policy

2.4 Other duties

Other duties may be allocated by the manager or director. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training/development plan.

Note: *Key tasks include, but are not limited to, those tasks associated with each of the above areas of responsibility.*

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- **Sustainability** - equity, preservation, justice and precaution.
- **Community service** - efficiency, effectiveness and responsiveness.
- **Open government** - transparency and accountability.

- **Community participation** - consultation and involvement.
- **Ethical conduct** - honesty and integrity.
- **Justice** - fairness and equity.
- **Quality** - innovation and excellence.
- **Teamwork** - cooperation and respect.

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes so as to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

3.5 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure an harassment-free workplace.

3.6 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

3.7 Occupational Health & Safety

Observe safe work practices and operating procedures and comply with the requirements of the OH&S legislation and Council's Policies and Procedures relating to Occupational Health & Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular, show leadership:

- in the identification and control of OH&S risks in the workplace;
- in planning for the return to work of injured/ill employees and developing and implementing the Return-to-Work/Injury Management Plan of injured/ill employees, including - if necessary - the provision of alternate duties for employees from other departments;

- if injured/ill, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.8 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.9 Team Work

Support and promote teamwork through:

- co-operation;
- communication;
- respect;
- sharing of relevant information;
- provision of responsive and accurate advice;
- maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

3.10 Staff Management

- Manage the work environment within the span of control to ensure subordinate staff meet all Key Corporate and Operational Responsibilities.
- Take appropriate action to manage performance and behaviour in the workplace.
- Apply Council's Performance Management & Assessment process to provide feedback to employees.

3.11 Financial Management

- Provide input into budget/operating plan and recommend objectives, in the area of responsibility, for inclusion in the Division's overall budget/operating plan and Management Plan.
- Manage financial performance against the budget/ operating plan and act appropriately upon trends and variances in a timely manner to ensure the effective and efficient achievement of all budget and plan objectives.

4. CONTACTS ARISING FROM THE POSITION

Reports to: Parks and Reserves Manager

Supervises: Directly: 7
Indirectly: 8

5. SELECTION CRITERIA

Essential

- Qualifications in Horticulture (Arboriculture) at Advanced Certificate level (Cert IV) or equivalent
- Extensive knowledge and experience in arboriculture practices.
- Extensive supervision of large teams in cyclical work.

- Demonstrated relevant experience in the field.
- Demonstrated effective interpersonal and people management skills.
- Demonstrated knowledge and understanding of the WH&S Act.
- Demonstrated experience in managing projects.
- Well-developed negotiation, mediation and problem solving skills.
- Demonstrated experience in change management.
- Demonstrated commitment to customer service.
- Computer literacy.
- Driver's Licence
- Construction Induction Certificate

Desirable

- Qualifications in Management.
- First Aid Certificate
- MR Licence
- ChemCert
- Experience in contract management

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's SignatureDate.....