



POSITION TITLE	Arborist
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Arborist Coordinator
SUPERVISES	Arborist Assistants
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

Delivers arboriculture maintenance services including tree planting, pruning, removal, watering, and pest control to maintain a safe and attractive environment. Operates and maintains plant and equipment, assists in safe work methods and traffic control planning, and supports other outdoor operations teams as required. Provides customer service, accurate records, and contributes to an integrated works program that upholds Council's standards for safety, quality and service delivery.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Delivers arboriculture maintenance activities (planting, pruning, removal, pest and weed control, line clearance) to maintain healthy and safe public trees.
- Operates and maintains specialised plant and equipment safely to ensure reliable and efficient service delivery.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Assists in developing and implementing Safe Work Method Statements and Traffic Control Plans to meet compliance requirements.
- Completes timesheets, job records and plant hire documentation accurately to support accountability.
- Provides courteous responses to customer service requests and contributes to positive community interactions.
- Supports other Council outdoor teams with labour and plant resources to achieve integrated works delivery.
- Identifies hazards, applies OHS practices and reports risks to ensure a safe workplace for staff and community.
- Performs additional labouring duties and tasks as directed to maintain service levels across outdoor operations.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Prioritises tasks within daily and weekly schedules to meet service standards.
- Selects appropriate work methods using established procedures and escalates issues outside scope.
- Applies sound judgement to assess safety of delegated projects and act in line with OHS requirements

SPECIALIST KNOWLEDGE AND SKILLS

- Applies arboriculture skills in tree care, pruning, removal, and line clearance.
- Operates and maintains a range of plant, machinery, and tools safely and effectively.
- Applies knowledge of OHS practices, risk assessment and compliance standards.
- Uses IT systems for recordkeeping, documentation and work orders.

MANAGEMENT SKILLS

- Manages own time and prioritises workload to meet deadlines.
- Follows directions and seeks support for workload management when required.
- Maintains personal safety, PPE and professional standards in line with OHS.
- Reports hazards, risks and suspected misconduct promptly.

INTERPERSONAL SKILLS

- Works cooperatively as part of a team and supports effective communication.
- Maintains confidentiality and documents work according to procedures.
- Gains cooperation from team members and stakeholders to complete tasks.
- Communicates clearly and courteously with staff, customers and the public.

INFORMATION TECHNOLOGY SKILLS

- Uses Council IT systems for timesheets, work orders and documentation.
- Learns and adapts quickly to new software relevant to the role.

CUSTOMER SERVICE SKILLS

- Responds promptly and courteously to service requests.
- Listens carefully and provides clear information to customers.
- Meets commitments and follows through on agreed actions.
- Ensures accessibility and fairness for customers with diverse needs.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Medium rigid vehicle license (desirable)
- EWP license (desirable)
- Qualifications and experience required to implement electric line clearance maintenance actions (desirable)
- Traffic management - Apply Traffic Control Plans (desirable)
- Traffic management - Stop and Go (desirable)
- Forklift license (desirable)

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- OHS general induction (white card)
- Pre-employment Functional Assessment
- Certificate III in Arboriculture or equivalent.
- Demonstrated experience in arboriculture maintenance
- Experience and competent in the safe use and operation of specialised arboriculture maintenance machinery and equipment.

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.


- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Completion of Certificate III in Arboriculture or equivalent
2. Experience in tree identification and the ability to assess tree health and risk
3. Basic knowledge of and experience in the use of a variety of IT systems
4. The ability to work unsupervised as well as collaboratively within a team
5. An understanding of the importance of a safe work environment, and various OHS principles
6. To provide good customer service and ensure the quality of work outputs.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Lawn maintenance	Maintaining lawns including cutting and edging	<ul style="list-style-type: none"> Safely operate and maintain edger, including changing blades, spark plug, air filter Safely enter / exit and operate tractor mounted / out front mower, wing mower, cylinder mower Sitting for extended periods Walking on uneven surfaces Working in collaboration within a team Operation of electronic tablet for data collection 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting up to 15 kgs		X		
			Carrying			X	
			Pushing			X	
			Pulling			X	
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Gripping			X	
			Fine motor			X	
			Neck postures				X
			Decision making				X
			Simple problem solving				X
			Prioritisation			X	
			Major decision making				
			Complex problem solving				
			Supervision of others				
			Interaction with others				
			Exposure to confrontation				
			Respond to change				
			Prioritisation				
			Sitting			X	

Tree and shrub maintenance	The upkeep of existing plantings	<ul style="list-style-type: none"> • Safe operation of tractor and loader • Safely using rake, shovel, broom, secateurs • Walking on uneven ground • Repetitive twisting, bending, squatting, kneeling, pushing, pulling • Driving company vehicles / plant • Working in collaboration within a team • Operation of electronic tablet for data collection • Climbing trees for pruning/removal and use of EWP 	Standing				X
			Walking			X	
			Lifting up to 15kgs			X	
			Carrying			X	
			Pushing		X		
			Pulling		X		
			Climbing		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Gripping			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Spraying	The management of weeds, insecticides, and fungicides	<ul style="list-style-type: none"> • Operating truck mounted spray units and boom sprayer • Carrying knapsack sprayer up to 20kgs • Pushing and pulling spray tank up to 50kgs • Pumping hand operated sprayer • Walking on uneven ground • Traffic control • Driving company vehicle / fleet • Working in collaboration within a team • Operation of electronic tablet for data collection 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 20kgs		X		
			Carrying up to 20kgs			X	
			Pushing			X	
			Pulling			X	
			Bending		X		
			Twisting			X	
			Squatting		X		
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making		X		
			Problem solving		X		
			Prioritisation			X	
Irrigation	The management of water supply to garden beds and lawns	<ul style="list-style-type: none"> • Safely operating handsaw, grinder • Safely using shovel • Repetitive kneeling, squatting, bending • Walking on uneven ground • Traffic control • Working in collaboration within a team • Operation of electronic tablet for data collection 	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Bending			X	
			Twisting			X	
			Squatting			X	

			Kneeling			X	
			Reaching			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
			Sitting		X		
Hard landscaping	Installation and maintenance of bollards and park benches and tables	<ul style="list-style-type: none"> • Safely operating auger • Safely using wheelbarrow, crowbar, trowel • Using chemicals and oils for staining and oiling of timber • Traffic control • Working in collaboration within a team • Operation of electronic tablet for data collection 	Standing			X	
			Walking			X	
			Lifting up to 20kgs			X	
			Carrying up to 20 kgs		X		
			Pushing		X		
			Pulling		X		
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Fine motor			X	
			Neck postures				X
			Decision making			X	
			Simple problem solving			X	
			Prioritisation			X	
Depot operations	The cleaning of shed areas- sweeping, removal of rubbish and old pallets to transfer station, sorting out signs, tidying generally	<ul style="list-style-type: none"> • Safely entering and exiting fork lift • Safely operating a forklift • Safely using brooms, shovels and rakes 	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 15 kgs		X		
			Carrying up to 15kgs		X		
			Pushing		X		
			Pulling		X		
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Fine motor		X		
			Neck postures				X