



position description

POSITION TITLE	Arborist Assistant
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 3
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Outdoor Operations
REPORTS TO	Arborist Coordinator
SUPERVISES	nil
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

Assist in the delivery of arboriculture services in accordance with scheduled programs and established service standards, supporting the effective operation of the arboriculture team.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

General responsibilities

The position is accountable to the Arboriculture Coordinator for;

- Provide support to the Roads, Natural Resources, and Parks & Gardens teams by assisting with additional labour and plant resources as required. This contributes to an integrated works team approach that optimises the use of Council resources across all departments.
- Assist in the development and implementation of Safe Work Method Statements (SWMS) for all arboriculture maintenance tasks to ensure compliance with safety standards and procedures.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Support the selection, development, and implementation of Traffic Control Plans (TCPs) relevant to arboriculture maintenance activities.
- Complete job-related administrative tasks, including recording plant hire, submitting accurate timesheets, and processing work orders in line with Council procedures.
- Undertake other duties as directed by the Team Leader or relevant managers, including general labouring tasks during periods of reduced arboriculture activity.

Communication Responsibilities

- Respond to customer service requests promptly and politely, referring complex matters to the appropriate team member or supervisor as required.
- Communicate clearly and respectfully with colleagues, team leaders, and other council staff to support effective teamwork and task coordination.
- Follow instructions and provide feedback to assist in the efficient delivery of arboriculture services.

Maintenance Activities

- Assist the arboriculture team in performing routine maintenance activities such as tree planting, watering, pruning, removal, weed and pest control, and electric line clearance.
- Carry out general horticultural tasks as directed, ensuring alignment with seasonal programs and service requirements.
- Adhere to all relevant safety procedures and work instructions to ensure tasks are completed safely, efficiently, and to the required standard.
- Support other teams within the Parks and Gardens Unit when required, fostering a flexible and collaborative work environment.

Plant and Equipment Key Responsibilities:

- Operate, maintain, and clean a variety of plant and equipment used in arboricultural and general maintenance tasks, including but not limited to chainsaws, brush chippers, elevated work platforms (EWP), stump grinders, and minor earthmoving equipment.
- Conduct daily pre-start checks and routine maintenance of equipment in accordance with operating procedures and manufacturer guidelines.
- Identify and report any faults, defects, or safety concerns with plant or equipment to the Team Leader or Coordinator in a timely manner.
- Assist with the safe loading, unloading, and transportation of plant and equipment to and from work sites.
- Follow all safety protocols when operating machinery, including the use of appropriate PPE and compliance with Safe Work Method Statements (SWMS)

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	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses

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

- Apply sound judgement to prioritise daily and weekly tasks in accordance with work schedules, instructions, and operational requirements.
- Make decisions within established procedures and guidelines, ensuring safe and effective completion of assigned duties.
- Recognise issues or deviations from standard practices and promptly refer them to the Team Leader or Coordinator for guidance.
- Exercise initiative in routine situations while understanding the limits of authority and responsibility.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated mechanical and technical aptitude to safely and competently operate a range of plant and equipment relevant to arboriculture and parks maintenance.
- Proficient in the operation of plant commonly used in local government maintenance activities, including chainsaws, chippers, stump grinders, and elevated work platforms (EWPs).
- Sound understanding of tree maintenance practices, including watering, planting, pruning, removal, weed and pest control, and electric line clearance.
- Ability to assess worksite conditions, identify potential hazards, and take appropriate action to ensure compliance with occupational health and safety (OH&S) requirements.
- Competent in the use of basic IT systems and mobile devices to support operational tasks and reporting requirements.
- Awareness of the importance of accurate record keeping and the ability to use Council's document and asset management systems effectively.

WORKPLACE CONDUCT AND RESPONSIBILITIES

- Demonstrate effective time management and the ability to prioritise tasks to meet agreed deadlines and service requirements.

- Follow instructions from supervisors and proactively seek guidance or support regarding workload management when needed.
- Conduct duties with honesty, integrity, and transparency; report any suspected fraud, misconduct, or corruption in accordance with Council policies.
- Understand and consider risks when performing tasks, and take responsibility for personal safety and that of others by complying with all occupational health and safety (OHS) procedures.
- Promptly report hazards, unsafe behaviours, or any non-compliance with legislative or organisational requirements.
- Maintain a professional standard of personal hygiene and comply with dress requirements, including the proper use of uniforms and prescribed personal protective equipment (PPE) relevant to assigned duties.

INTERPERSONAL SKILLS

- Demonstrated ability to work collaboratively and cooperatively as part of a team to achieve shared goals and maintain a positive work environment.
- Communicate clearly and respectfully with colleagues, supervisors, and external stakeholders, both verbally and in writing.
- Maintain confidentiality and professionalism in all interactions and when handling sensitive information.
- Accurately document work activities in accordance with organisational procedures and reporting requirements.
- Build effective working relationships and gain cooperation and assistance from others to support efficient task completion and service delivery.

INFORMATION TECHNOLOGY SKILLS

- Demonstrated basic computer literacy and the ability to quickly learn and apply software programs and mobile applications relevant to the role.
- Competent in using organisational systems for completing timesheets, reporting maintenance activities, accessing work instructions, and recording data.
- Willingness to adopt new technologies to support efficient and accurate service delivery.

CUSTOMER SERVICE SKILLS

- Demonstrate a professional, ethical, and honest approach in all interactions with internal and external customers.
- Provide courteous and helpful service, actively listening to understand customer needs and concerns.
- Communicate clearly and respectfully, ensuring customers understand information provided and are kept informed throughout service delivery.
- Follow through on commitments and take ownership of issues, including acknowledging and rectifying mistakes where appropriate.
- Support inclusive service delivery by assisting customers with physical, sensory, or intellectual disabilities to ensure equitable access to Council services.

EMERGENCY MANAGEMENT DUTIES

- Assist, as required, in responding to emergency situations that impact Council operations or community wellbeing, in accordance with Council's emergency management protocols.
- Participate in response, recovery, or clean-up activities under direction, ensuring personal safety and adherence to relevant procedures.

- Undertake training and readiness activities as directed to support effective contribution during emergency events.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated experience in arboriculture maintenance activities, including pruning, planting, tree removal, and related horticultural tasks.
- Proven competency in the safe operation and basic maintenance of specialised arboriculture equipment and machinery, such as chainsaws, brush chippers, stump grinders, and elevated work platforms (EWP).

LICENCES AND MANDATORY REQUIREMENTS

- Current and valid Driver's Licence.
- White Card – Construction Induction Training.
- Chainsaw Operation Certificate (or willingness to obtain prior to commencement).
- Satisfactory National Police Check, to be provided by the employee or prospective employee prior to commencement.
- Completion of a Pre-employment Functional Assessment to confirm fitness for the physical demands of the role.

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is proud to be an equal opportunity employer, committed to fostering a workplace that values diversity, inclusion, and respect. We provide fair, equitable, and non-discriminatory consideration to all applicants and employees, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs, or any other protected attribute. Council acknowledges its proactive duty to uphold equal opportunity principles and is committed to eliminating all forms of unlawful discrimination in the workplace.

INHERENT REQUIREMENTS OF THE JOB

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

COGNITIVE JOB DEMANDS

This position operates at the Officer level and is expected to demonstrate the personal competencies and behaviours outlined in the People and Performance Framework. The cognitive demands of the role include:

- Engaging in difficult or uncomfortable conversations when required, with professionalism and respect.
- Meeting established performance expectations and contributing to team objectives.
- Maintaining a professional approach within a dynamic and operational work environment.
- Demonstrating adaptability in response to changing priorities, tasks, or conditions.
- Showing resilience and the ability to remain focused and effective under pressure or in challenging circumstances.

KEY SELECTION CRITERIA

- Current Driver's Licence and White Card (Construction Induction Training) are required. Chainsaw Operation Certificate (or willingness to obtain prior to commencement) and other relevant tickets (e.g. Elevated Work Platform, Traffic Management) are desirable.
- Basic experience in identifying trees and assessing general tree health, structure, and potential safety risks.
- Ability to use basic IT systems and mobile devices to complete work orders, record information, and communicate with team members.

- Demonstrated ability to follow instructions, work independently when required, and contribute effectively within a team environment.
- Awareness of workplace health and safety requirements, with a commitment to working safely and following established procedures and protocols.

Staff member signature

People and performance framework

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

Customer Service and Communication	
<p>Demonstrates commitment to a high standard of service to customers and the community.</p>	<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

Build and Enhance Relationships	
<p>Works co-operatively and effectively with others.</p>	<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

Plan, Organise, Deliver	
<p>Organises and prioritises own work to meet work commitments.</p>	<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

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				

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 	Sitting			X	
			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