

Coordinator Arboriculture & Streetscapes

POSITION DESCRIPTION



Position Number:	3933
Department:	Community Services
Section:	Parks
Unit:	Parks Operations
Position Status:	Full Time
Classification:	Contract (4 Years)
Reports To:	Manager Parks
Revised:	November 2024

General Position Statement

This position plays a key role in Council's commitment to urban greening in leading the development and implementation of short to long term action plans that are delivered by various internal teams. The coordinator effectively manages the operational functions of high profile parks and horticulture, arboriculture services and landscape amenity, and oversees operational performance to ensure safe, effective and productive outcomes.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Lead and manage a number of teams within the Section including high profile parks and horticulture, landscape amenity and arboriculture teams.
- Build high performing teams that are results orientated and customer focused through direction and guidance.
- Manage Rockhampton's urban forest in line with industry best practice, and develop and implement strategies and plans that increase the regions tree canopy coverage.
- Develop and implement Council's annual Urban Greening Action Plan with regular reporting to senior management and Council.
- Lead, influence and coordinate cross-departmental Council teams to support and achieve Urban Greening objectives.
- Provide custodianship of all trees within Rockhampton's urban area.
- Provide a high level of professional and technical advice across Councils delivery of arboriculture, parks and amenity horticulture services.
- Develop, implement and review policy and procedure relating to urban forest management.
- Develop and implement operational plans and schedules for the areas of responsibility and regularly review operational efficiency.

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- Contribute to a customer service focused culture that is committed to Council's values and strategic objectives.
- Develop plans for maintenance and upgrades of the regions landscapes and high amenity parks.
- Monitor and assist in preparation of operational and capital budgets.
- Manage the Unit's human and physical resources in an efficient and cost effective manner.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated knowledge of legislation relevant to the responsibilities of the position.
- Extensive knowledge and a high level of expertise in arboriculture and urban greening
- Ability to manage a large workforce within current industrial and human resources practices in order to achieve high quality results.
- Provide coaching and mentoring of council staff across sections and departments.
- Demonstrated experience in planning workload, achieving set goals and meeting deadlines.
- High level proficiency in comprehensive report writing and demonstrated ability to produce logical, plain-English, and professional written communication.
- Willingness and ability to represent the Parks section and Council in various forums including Council meetings and briefing sessions.
- Ability to assess complex arboriculture issues and write detailed tree reports.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), asset data systems, computerised maintenance management systems, Pathway, GIS and the MS Office Suite.
- High level financial and budget management skills.
- Excellent communication (oral and written) and interpersonal skills relevant to the position which focuses on quality customer service.
- Goal Setting – Ability to set, define and deliver goals that are SMART – *Specific, Measurable, Achievable, Relevant and Timely*.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).

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- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

Qualifications

- Diploma in Horticulture, Arboriculture (or related discipline) and substantial work experience relevant to the position.
- Construction Industry Induction (White Card).

Desirable Qualifications and Experience

- Tertiary qualifications in Business Management, Project Management or related fields.
- Diploma of Arboriculture and/or willingness to obtain

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- *Council’s Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Transitioning to Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.*

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised against Hepatitis A&B and Tetanus.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Promotes Council's vision and values. Engages and inspires others through aligning work with the vision.
	Empower our People	Coaches, mentors and empowers others through building trust and confidence across Council.
	Enable Teamwork and Collaboration	Identifies opportunities and enables respectful teamwork and collaboration across Council.
	Effectively Communicate across the Organisation	Fosters open and transparent communication and the sharing of information across Council.
	Build Effective Enduring Relationships	Strategically expand own and team's networks to ensure success.
Deliver Results	Manage People Performance	Ensure that teams understand the alignment between their work and Council's vision, mission, purpose and plans and receive support to successfully deliver against those.
	Develop our People	Provide development and coaching and mentoring opportunities to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and supports others to develop organisational, political and situational awareness and supports navigation of same.
	Demonstrate Organisational and Situational Awareness	Makes complex decisions in the absence of clear rules and processes.
	Maintain a Strategic Focus	Develops strategic direction for section/unit in line with Council's strategic direction, values and input from team.
	Plan and Organise Resources	Ensures group delivers against operational plans and KPIs through facilitating the delivery of quality work, safely, within budgets and deadlines.
Customer / Community Driven	Be Customer and Community Focused	Supports and enables teams to ensure the delivery on the purpose of Council and delivering what's best for the customer and community.
	Manage customer and stakeholder relationships	Leads, develops and supports a customer and stakeholder focused team.
Lead and Enable Change	Lead Change Effectively	Leads and champions organisational change.
	Lead Continuous improvement and Innovation	Ensures that the benefits of continuous improvement opportunities are realised across Council.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Maintains own learning agility and enables others in their personal growth.
	Lead with Emotional Intelligence	Role model values based leadership and continued focus on building resilience and leading with emotional intelligence.
	Build and maintain Technical and Operational Competence	Enables others to develop and maintain technical and operational competence.