POSITION DESCRIPTION

POSITION TITLE	Urban Forest Supervisor
DIRECTORATE – BUSINESS UNIT	Asset Services
LEVEL - IA	6 - Salaried
RESPONSIBLE TO	Coordinator Natural Areas

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

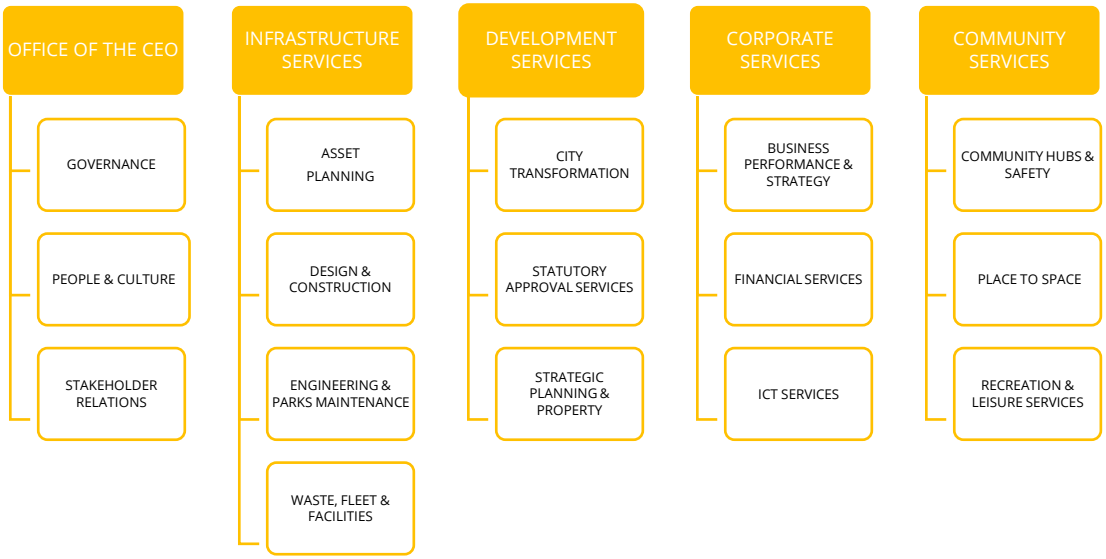
RESPECT — We treat everyone with dignity, fairness, and kindness - valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.

INTEGRITY — We act with honesty, transparency, and accountability - upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.

CARE — We build trust through empathy, honest feedback, and mutual support - creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.

HONESTY — We communicate truthfully and openly - building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Lead and develop the Urban Forest Team to effectively implement tree establishment and maintenance in accordance with existing programs and specified standards, supporting the ongoing health, resilience, and long-term expansion of the City's urban tree canopy.

A primary objective of the position is to manage the response to arboriculture enquiries and complaints by delegating tasks to external and internal teams, developing strategic long term proactive work plans and responding to residents.

Overseeing a small team, the role requires developed supervisory skills, contractor management skills, an understanding and application of best practise tree planting, watering, and maintenance practices, along with administrative skills and experience.

KEY RESULT AREAS

Supervise the City's Urban Forest service delivery to maximise the environmental and amenity value of the City's tree assets to reduce risk while increasing urban canopy.

LEADERSHIP AND STRATEGY

- Demonstrate the City's values and work in accordance with the City's Code of Conduct.
- Sets a professional and personal example and standard for crew and/or contractors.
- Ensure personal and team's compliance with all legislative requirements including IR, WHS and EEO.
- Leads collaboratively with others and builds positive relationships throughout the various teams and levels within the City.
- Identify innovative opportunities/improvements to ensure that service delivery planning meets the needs of the community.
- Assist with the development and review of policies related to Urban Forestry within the Infrastructure Services Department.
- Operate under limited direction from Senior Employees and undertake range of functions for which operational policies, practices and guidelines may need to be developed.
- Set project priorities, plan and organise their own work and that of subordinate staff and establish most appropriate operational methods for Urban Forest Maintenance.
- Provide support to Coordinator and Manager in undertaking tasks where required.
- Provide leadership to staff within the service delivery area to reflect and promote signature behaviours.
- Allocate tasks and manage resources to ensure organisational goals and objectives are effectively delivered.
- Actively participate in training as required or offered by the City and promote uptake within the teams.
- Optional participation in the After-Hours/on-call rooster, conditions will be in alignment with relevant Workforce Agreement.

OPERATIONAL DUTIES

- Develop and grow the City's Urban Forest program.
- Promote urban canopy development by ensuring service delivery is compliant with the City's tree and verge management policies, and aligns with City's strategic goals

- Monitor the health and condition of tree assets, assess work requirements and treatment protocols to ensure the City's risk is adequately managed.
- Assist with data collection of tree assets.
- Assist with the planning and implementation of the City's annual tree planting program.
- Develop and deliver urban forest programmes to support proactive tree assessment and pruning works as well as new tree maintenance.
- Provide direct supervision, guidance, support and performance management of the Urban Forest Team staff and contractors.
- Administrative duties including facilitation of toolbox meetings, accurate processing of employee related issues, records management and procurement of goods and services.
- Record, prioritise, delegate and monitor works required arising from tree related Customer Service Requests in a timely and professional manner.
- Ensure the City's Safety Framework is understood and complied with by all staff and contractors.
- Effective financial monitoring of operational budgets, programs and projects.
- Deliver high quality, safe and efficient urban forest services.
- Plan and schedule tasks for self and team to maximise productivity.
- Provide high-quality advice and assistance to Coordinator natural areas, internal and external customers and stakeholders.

WORK PLANNING AND DELIVERY

- Work collaboratively with Coordinator, Supervisors, and Manager to plan and deliver proactive and reactive tree related work.
- Prioritise work through the assigned Urban Forest activities, plans, and scheduled work in accordance with urgency.
- Assist the Coordinator Natural Areas to prepare the annual and mid-year budget submissions
- Monitor Urban Forest program spending and budgets and proactively adjust spending to meet annual targeted expenditure.
- Liaise with external authorities and consultants to gain the necessary approvals prior to work commencement.
- Ensure notifications are sent out to the relevant authorities and residents prior to work commencements.
- Procure goods and services in line with the City's procurement policy and guidelines.
- Prepare RFT and RFQ specifications for contracted works
- Provide effective contract management, to ensure contracted works meet the statutory, quality, and safety requirements of the contract
- Capture and maintain relevant information in accordance with the City's record keeping policies and procedures.

STAFF WORK PLANNING AND DELIVERY MANAGEMENT

- Provide leadership to staff within the service delivery area to meet core and aspirational values.
- Ensure staff are inducted and trained appropriately to operate within the in-house tree crew.

- Provide mentoring and coaching to staff and ensure a safe and effective working environment.
- Ensure compliance with all legislative requirements relating to staff, inclusive of WHS, EEO and IR.
- Allocate tasks and manage resources to ensure organisational goals and objectives are effectively delivered.

CUSTOMER SUPPORT

- Update Customers on status and works for Customer Service Requests.
- Assist in the resolution of customer complaints and queries, including follow up phone requests and inspections.
- Provide advice to customers, internal and external on powerline pruning and other Arboriculture programmes.

ADMINISTRATION

- Review, allocate and update Arboriculture Customer Service Requests.
- Assist with general administration duties as required by the Coordinator Natural Areas.
- Sound organisational skills to be able to prioritise tasks and flex to meet changing demands.
- Developed computer skills and experience level enabling adaption to City specific technology systems.
- Sound business writing skills to respond to customer requests and produce quality reports.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any policy, procedure or reasonable instruction given by the City to ensure the City complies with WHS laws.

WORKPLACE COMPETENCY

Uphold and lead the team to uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

Employees are required to comply with the City's Code of Conduct, policies and procedures, and demonstrate behaviours consistent with organisational values at all times.

TRAINING/QUALIFICATION(S)

- Certificate in Arboriculture, Horticulture or clear demonstrated evidence of significant, relevant industry experience.
- Construction White Card.
- Frontline Management is desirable.

DESIRABLE REQUIREMENTS FOR THIS POSITION

- Trade certificate in Arboriculture, Horticulture or clear demonstrated evidence of industry experience.

- Frontline management experience.
- HR Drivers Licence.
- Certification in the operation of a mobile chipper/mulcher, chainsaw and pole saw operation or equivalent.
- Competency in skid steer loader operations using attachments.
- Current First Aid Certificate.
- Proficient with Microsoft Office and GIS mapping software.

SELECTION CRITERIA

1. Knowledge and experience in the maintenance and management of urban trees and growing urban canopy.
2. Experience in leading teams, adhering to work schedules and prioritising work in a public situation.
3. Demonstrated understanding of the legislative and regulatory framework governing tree management in a Western Australian local government context, including the ability to interpret and apply relevant legislation, local laws and policies to tree protection, maintenance, removal and risk management.
4. Knowledge and awareness of WHS rules and regulations, including a sound knowledge of safe working practices.
5. Highly developed ability to self-manage and prioritise work in a timely and flexible manner to achieve outcomes.
    - Demonstrated financial skills involving cost estimating, project scheduling and cost monitoring.
    - Demonstrated skills and experience in the use of the Microsoft Office suite of software

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.
2. Possession of a current MR licence would be desirable.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Natural Areas
DATE PD REVIEWED/APPROVED: 12 November 2026