

Position Description

Coordinator Arboriculture

Your role:	Coordinator Arboriculture
You will report to:	Manager Open Space
Your Directorate:	Environment and Infrastructure
Your Salary Level:	General Officer Schedule Level 7 (\$123,652 - \$131,252)
Special Conditions:	Out of hours work and working at different locations may be required A satisfactory Medical Clearance for this role is required A satisfactory National Police Clearance is required. A motor vehicle will be provided for business and commuter use.

Position Overview

The Coordinator Arboriculture is a pivotal position that is required to deliver collaborative outcomes through the implementation of effective service planning and execution that aligns with Council's strategic objectives and customer service values. With a focus on delivering high-quality maintenance programs, reactive services and project objectives detailed within Council's (draft) Tree Strategy, the position plays a critical role in ensuring the amenity, safety and future of Council's tree population is maintained.

You will be responsible for leading technical and operational staff to implement broad range of proactive and reactive Arboriculture works and services. You will be required to develop and implement new programs, policies and procedures to assist in the implementation of Council's (draft) Tree Strategy. The position is required to support internal departments through the coordination and provision of expert advice relating to Arboriculture matters.

Operating in a high paced service-oriented environment, the position requires a proactive, solutions-focused approach to workforce management, resource allocation and contractor oversight. It is expected to uphold Council's standards in safety, service delivery, and continuous improvement, while responding to evolving community expectations and operational needs. The role requires the incumbent to maintain strategic oversight of Arboriculture services, budgetary management and compliance with applicable legislation, policies and procedures. As a people leader, the Coordinator will foster a high-performing team culture aligned with Council's values.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.



About the Team

The position is one of four (4) Coordinator roles within Council's Open Space team. The team forms part of Council's broader Environment and Infrastructure Directorate, which is responsible for the management of Council's infrastructure, assets and delivery of environmental services. The Directorate plays a central role in ensuring that Council's physical environments — including roads, buildings, parks and natural assets are safe, sustainable and fit for purpose.

The Coordinator will be directly supported by two new highly skilled, qualified consulting Arborists (Program Delivery Officer & Technical Assessments Officer). These two roles will hold delegated responsibilities to ensure Council's technical and operational Arboriculture matters are responded to within sufficient time frames. Three (3) Arboriculture staff directly report to this Coordinator position, including Council's Arboriculture Work Group Leader who maintains oversight of nine (9) additional field team members.

The Open Space team is committed to maintaining and enhancing the region's natural and urban landscapes. This multidisciplinary team is comprised from professional staff within the horticulture, arboriculture, biodiversity, operational support disciplines. The teams work collaboratively across internal departments and with community stakeholders to deliver high-quality services that reflect Council's commitment to sustainability, safety, and community well-being.

Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency.
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment.
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success.
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future.

Your Stakeholders

Internal	Elected Members, Directors, Managers, and other employees across the organisation
External	Community individuals and groups, regulatory bodies and Government departments, including Local Government bodies, suppliers, consultants and contractors

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Coordination of Council's tree strategy actions, operational works and technical services.
- Lead and manage Council's Arboriculture team to deliver proactive and reactive Arboriculture programs in alignment with Council's strategic plan.
- Develop and implement programs to improve environmental and Arboriculture outcomes.
- Oversee the expansion of the internal workforce to implement various identified actions tabled within Council Draft Tree Strategy.
- Develop new policies and procedures to enable the draft Tree Strategy to be delivered and directly oversee the management of Council's tree population
- Comply with the Council's WHS, Injury Management (IM) and Risk Management requirements to ensure work is undertaken in a way that minimises risk to ensure staff and public safety.
- Provide clear communication staff and ensure all work carried out for council is according to relevant standards, with minimal disruption to the public.
- Promote a team culture of accountability, service excellence and continuous improvement.
- Deliver Arboriculture work safely on time and within budget, ensuring high quality and adherence to regulatory and environmental requirements.
- Undertake tree risk assessments and development of prescribed works specifications
- Provide high level technical written and verbal advice to internal stakeholders, including tree management recommendations, legislative interpretations, and complex problem solving.
- Administer Council's existing Arboriculture Works and Services contracts, manage external suppliers to deliver services and works in accordance with Council's Procurement Policy, ensuring quality, value and compliance.
- Lead procurement processes for Arboriculture related works, including preparation of tender documentation, evaluations and contractor engagement.
- Monitor and maintain assets and ensure timely reporting on work progress, risk issues, and community requests. Maintain current and accurate records, registers and asset data in relevant software systems (e.g., Confirm).
- Develop and coach staff, conduct performance reviews, and ensure team members are supported to grow and succeed in their roles.
- Build strong working relationships with internal teams, contractors, regulatory agencies and the community to ensure effective service delivery.
- Respond to customer service requests and community enquiries in a timely and informative manner, providing education and resolution where appropriate.
- Support the preparation of budgets, monitor expenditure, and provide reporting as required to ensure alignment with operational targets.
- Coordinate field crews to ensure the efficient delivery of planned and reactive works, aligned with agreed service standards and customer expectations.
- Support the Manager Open Space and contribute to the delivery of corporate initiatives.

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated ability to develop, manage and lead proactive and reactive Arboriculture maintenance programs in a government setting. • Expert knowledge of Arboriculture industry standards, best practices and relevant legislation (Local Government Act, Native Vegetation Act, Landscape SA Act & PDI Act). • Demonstrated experience with procurement, tender development, contractor supervision and contract management. • High level analytical decision-making & problem-solving skills, acting as the exculpation point for complex cases. • Demonstrated experience using asset management systems such as Confirm and or other asset management systems. • Experience in successfully leading operational teams and contractors to achieve outcomes in a positive, team-oriented setting • Proven ability to successfully deliver arboriculture projects within agreed timeframes, budgets, and specifications. • Experienced in managing budgets and monitoring operational expenditure to ensure financial accountability. • Thorough knowledge of safe work practices and legislative WHS responsibilities, with a strong commitment to compliance. • Skilled in developing, implementing, and reviewing workplace policies and procedures. • Proficient in preparing and presenting high-level technical reports and written advice. • Demonstrated expertise in conducting tree risk assessments and preparing detailed work specifications. • Comprehensive knowledge of arboriculture-specific plant, equipment, and associated applications. 	Essential
	<ul style="list-style-type: none"> • Experience working within a government environment. • Familiarity with construction supervision, project management and quality assurance processes. • Qualifications in Leadership or Management. • Boom Type Elevating Work Platform Licence (>11m) • Advanced Diploma of Arboriculture AHC60524 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> • Well-developed communication and negotiation skills, with proven ability to liaise with a diverse range of stakeholders (community, contractors, government) • Experience embedding a positive team culture and addressing performance matters locally where possible 	Essential
Qualifications	<ul style="list-style-type: none"> • Diploma of Arboriculture (AHC50524) or equivalent qualification and experience. • Workzone Traffic Management accreditation • International Society of Arboriculture Tree Risk Assessment Qualification TRAQ • Current 'C' Class Driver's Licence and White Card 	Essential

Customer Service	<ul style="list-style-type: none"> • Demonstrated achievement in delivering high-quality, responsive customer service, particularly in managing community expectations regarding open spaces • Ability to maintain service levels and respond proactively to internal and external service requests 	Essential
Government Experience	<ul style="list-style-type: none"> • Understanding of the local government environment, including working within legislative, policy and procedural frameworks. 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Working knowledge of Council's WHS and Injury Management obligations, experience managing WHS and PCUB risk management requirements. • Skilled in Microsoft suite and spatial software. 	Essential
Finance Delegations	<ul style="list-style-type: none"> • Approve expenditure within delegated authority (\$75,000) and relevant budget allocations. 	
People Leadership	<ul style="list-style-type: none"> • Demonstrated ability to provide leadership, coaching and mentoring to workers in a field-based environment. • Ability to manage up large group of indirect and direct reports • Ability to maintain effective professional relationships with staff and maximise staff potential. 	Essential

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
- 4 Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y			X		
Climbing e.g. stairs/steps/ladders	Y	X				
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y				X	
Gripping/grabbing	Y			X		
Fine hand coordination	Y	X				
Holding/supporting any object or person	N				X	

Environmental

Work in an outdoor environment	Y		X			
Work at heights	Y				X	
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	Y			X		
Contact chemicals/cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N					
Exposure to fumes/dust	Y				X	
Managing security/private information	Y	X				

Interpersonal

Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y		X			
Dealing with difficult/complex negotiation of a personal nature	Y		X			
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y	X				
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				