

Position Description

Arborist – Program Delivery Officer

Your role:	Arborist Program Delivery Officer
You will report to:	Manager Open Space
Your Directorate:	Environment and Infrastructure
Your Salary Level:	General Officer Schedule Level 5 (\$103,829 - \$108,407)
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 Program Deliver Officer is a core operational role that directly responds to and assesses Arboriculture requests for services while overseeing the external delivery of works utilising contracted services. The incumbent will play a critical role in ensuring effective communication with internal and external parties is maintained relating to the delivery of Council programmed and reactive Arboriculture works programs.

You will undertake tree assessments and develop prescribed works specifications. You will hold delegated responsibilities to ensure all aspects of Council's operational Arboriculture matters are responded to and implemented within sufficient time frames. The position plays a critical role in ensuring the amenity, safety and future of Council's tree population is maintained.

You will support the Coordinator Arboriculture to implement new programs, policies and procedures to assist in the implementation of Council's (draft) Tree Strategy. You will work alongside Council's Arborist – Technical Assessment Officer and Work Group Leader Arboriculture to identify, priorities and schedule operational works in conjunction with existing Arboriculture programs.

Operating in a high paced environment, the position requires a proactive, solutions-focused approach to Arboriculture matters. 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 incumbent will comply with applicable legislation, policies and procedures.

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 directly reports to the Arboriculture Coordinator role 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.

You will be supported by two new highly skilled, qualified technical Arborists and a variety of environmental officers' from similar disciplines. You will ensure Council's Operational Arboriculture matters are addressed in an ethical, compliant and responsible manner. While the role does not contain people leader responsibilities, you will engage with and oversee works undertaken by the internal workforce and external suppliers.

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 Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated ability to implement proactive and reactive Arboriculture maintenance programs. • Knowledge of industry standards, best practices and relevant legislation (Local Government Act, Native Vegetation Act, Landscape SA Act & PDI Act). • Understanding of procurement, contractor supervision and contract management processes. • Good decision-making & problem-solving skills. • Experience using asset management systems such as Confirm and or similar. • Experience working in operational teams to undertake in works a positive, accountable, team-based environment. • Ability to manage budgets and monitor expenditure. • Understanding of safe work practices and legislative WHS responsibilities. • Willingness to implement new policies and procedures. • Ability to provide technical written advice. • Demonstrated ability to undertake tree risk assessments and develop prescribed works specifications. • In depth knowledge of Arboriculture specific plant. 	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) 	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) 	Essential
Qualifications	<ul style="list-style-type: none"> • Diploma of Arboriculture (AHC50524) or undertaking training or equivalent qualification and experience. • Workzone Traffic Management accreditation. • International Society of Arboriculture Tree Risk Assessment Qualification TRAQ (or willing to complete). • Current 'C' Class Driver's Licence and White Card. 	Essential
Customer Service	<ul style="list-style-type: none"> • Demonstrated ability to deliver responsive customer service, particularly in managing community expectations regarding tree matters. • 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 legislative, policy and procedural frameworks. 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Knowledge of Council's WHS and Injury Management obligations 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 (\$25,000) and relevant budget allocations. 	
People Leadership	<ul style="list-style-type: none"> • Ability to lead by example and conduct works in professional manner. • Ability to work collaboratively within a team and maintain effective professional relationships. 	Essential

Position Responsibilities

- Respond to customer service requests and community enquiries in a timely and informative manner, providing education and resolution where appropriate.
- Directly oversee the external delivery of Arboriculture works utilising contracted services.
- Identify, priorities and schedule operational works in conjunction with existing Arboriculture programs.
- Undertake tree risk assessments and develop of prescribed works specifications.
- Effectively communicate with internal and external parties relating to the delivery of programmed and reactive Arboriculture works programs.
- Implement programs to improve environmental and Arboriculture outcomes.
- Assist with the development of implementation of new policies and procedures to enable the draft Tree Strategy to be delivered.
- 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.
- Promote a team culture of accountability, service excellence and continuous improvement.
- Support Arboriculture team to deliver high quality Arboriculture works and adherence to regulatory and environmental requirements.
- 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).
- Build strong working relationships with internal teams, contractors, regulatory agencies and the community to ensure effective service delivery.
- Support the Manager Open Space and contribute to the delivery of corporate initiatives.

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				Y	
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				