

Position Description (Employee)

Tree Contract Coordinator

Division	City Services
Business Unit	City Greening and Leisure
Grade/Band	Band 6
Date position description approved	24 February 2020

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Tree Contract Coordinator is responsible for the management and coordination of the City's public tree assets, ensuring effective work systems and procedures to deliver optimum performance from service providers in delivering high quality tree management. The position is to improve the quantity and quality of the City's urban forest and to maximise the benefits they provide the community. The position also manages tree contracts, operations and assets to achieve strategic objectives, governance requirements, customer expectations and industry best practice approaches.

Key accountabilities

- Provide expert technical advice in relation to public tree management and urban forestry issues to City staff, internal and external stakeholders and community to ensure the best tree management outcomes are achieved.

- Develop, oversee and manage contracts by using best practice contract and asset management principles and delivered within the constraints of adopted time frames and budgets. Ensure service provider compliance with specifications through appropriate controls and effective performance management and ensure outcomes are monitored and measured.
- Contribute to planning, implementation, and delivery of the tree management and urban forest program of the City's strategies, policies and plans to ensure tree assets are well maintained, and managed to maximise the benefits that canopy cover provides to the community, and meeting performance targets and standards.
- Develop, implement and manage specialised arboricultural programs for high profile tree assets (such as significant trees in 19th century parks such as Hyde Park), including tree removal, replacement and communications.
- Develop technical investigations, procedures and other service delivery arrangements for tree assets and operations. Ensure quality service delivery and value for money.
- Collect and analyse data using City tools and systems. Monitor issues and trends in asset and service performance, act on data to ensure operational issues are addressed quickly and identify and address gaps in data required to drive performance.
- Research and monitor industry trends, establish appropriate service benchmarks, develop strategies and initiatives, implement continuous improvement processes, and input into operations and systems to improve management of the City's trees.
- Keep abreast and comply with changes in relevant legislation to ensure the City meets its legislative obligations and contractual conditions in relation to delivery of tree assets and services. Provide effective WHS and risk management through proactive identification, prioritisation, treatment, monitoring and reporting of risks and compliance with legislation and guidelines.
- Deliver a high standard of customer service through establishing and maintaining collaborative relationships, provision of advice, consultation with and sharing of information with internal and external stakeholders.

Key challenges

- Managing urban trees in a highly complex and contested environment.
- Delivering accurate and consistent work within a high volume environment, with changing priorities, and meeting tight timeframes.
- Responding to a high level of community and internal stakeholder concerns or requests, which are often contrary to the City's policies or objectives, in a positive and constructive manner.

Key relationships

Who	Why
Internal	
City Greening and Leisure Management and sector team	<ul style="list-style-type: none"> • Receive information on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions

Who	Why
Project Team	<ul style="list-style-type: none"> • Support a positive environment through teamwork, sharing knowledge and supporting colleagues • Guide and support team members • Contribute and participate in discussions and decisions regarding key projects and deliverables
Stakeholders (e.g. Risk Management, Civil Infrastructure, City Projects, Procurement)	<ul style="list-style-type: none"> • Provide expert advice and collaborate on a range of project related issues and strategies • Optimise engagement and consultation to achieve defined outcomes • Manage expectations and resolve issues • Collaborate across team to drive outcomes.
External	
Customers	<ul style="list-style-type: none"> • Provide information • Manage expectations and resolve issues
Service Providers and Consultants	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and resolve issues • Develop, negotiate and manage contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key dimensions

Decision making

Decision making responsibilities of the position and more formal delegations in compliance with Council policies. The position is accountable for decisions regarding all project operational objectives and for the provision of advice to manager, project team members and relevant stakeholders on day to day operational decisions.

Be accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

Reports to

Urban Forest Manager

Number of direct reports

Assigned casual team members, contractors and/or consultants on specific projects as required.

Essential Knowledge, Skills & Experience

1. Tertiary qualifications or currently studying for an Australian Qualification Framework (AQF Level 5) Diploma in Arboriculture.

2. Demonstrated comprehensive understanding and experience in tree hazard and health assessment, replacement programs, conflicts with infrastructure, and operational WHS requirements.
3. Demonstrated experience and/or comprehensive understanding in developing, implementing and monitoring tree management service contracts that respond to customer expectations, provide value for money and achieve corporate objectives.
4. Current Class C NSW driver's licence.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Adept
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Adept
Results	Deliver Quality Results	Advanced
	Create and Innovate	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
Resources	Finance	Adept
	Technology and Information	Adept
	Assets and Tools	Adept
	Procurement and Contracts	Advanced

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Results Deliver Quality Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these
Resources Procurement and Contracts	Advanced	<ul style="list-style-type: none"> • Ensures that organisational policy on procurement and contract management is implemented • Applies knowledge of procurement and contract management risks to decisions • Ensures others understand their obligations to manage and mitigate risks in procurement • Implements effective governance arrangements to monitor provider, supplier and contractor performance • Represents the organisation in resolving disputes with suppliers and contractors