

**ROLE DESCRIPTION**  
**January 2023**

**Title & Reporting Relationships**

<b>Position Title:</b>	<b>Team Leader Arboriculture, Operations, Infrastructure Services Group</b>
<b>Grade:</b>	SP 15-16
<b>Reports to:</b>	Parks and Reserves Supervisor for day-to-day work flow activities, however the Operations Manager will maintain overall responsibility for direction of the team to ensure agreed service levels are met.
<b>Direct Reports:</b>	up to 2 FTE
<b>Purpose of the Group and the Position:</b>	<p><b>The Infrastructure Services Group</b> is made up of seven main teams: Water &amp; Wastewater Assets; Access and Transport; Stormwater &amp; Coastal Assets; Sustainability and Resilience; Wastewater &amp; Water Treatment; Operations; and the Project Management Office.</p> <p>The teams work collaboratively to ensure the Council is able to develop, implement and maintain the appropriate infrastructural and asset management processes and practices to achieve the Council’s required levels of service in an efficient, effective sustainable and customer friendly manner.</p> <p>Within the Group, the Operations Team provides a range of services which ensure management, operation, and maintenance of :</p> <ul style="list-style-type: none"> <li>• Utilities services which provide and maintain the District’s infrastructural services;</li> <li>• Parks and Reserves to ensure parks and open spaces and cemeteries within the District are maintained to a high standard and serviced as required;</li> <li>• Parks and open spaces to keep them looking great and providing places for people to enjoy.</li> </ul> <p>Working within the Operations Team, the Team Leader Arboriculture will manage all aspects of day-to-day operational services delivery and proactive and reactive</p>

maintenance on a mixed age population of trees within the Kapiti Coast.

The role will be responsible for managing the operational output of staff and contractors associated with tree works on the district's road reserve and open spaces. The role will ensure collaborative and cooperative working relationships with other teams and actively liaise with members of cross council teams to ensure that an integrated approach to planning and delivery is achieved for the work programme.

The nature of working within the Operations team requires interaction with members of the public and as such, successful effective interpersonal skills will be required at all times.

This is a leadership role within the Operations Team and as such the ability to respond in the case of a civil defence emergency would be expected.

**Indirect Reports:** Nil

**Internal Customers:** This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Parks & Reserves Supervisor
- Operations Manager
- Parks & Reserves Team Leaders
- Other members of Operations team
- Staff from across other council teams
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**External Customers:**

- Contractors
- General Public/Citizens/Ratepayers
- Volunteer Groups/Community Groups

### **KEY RESPONSIBILITIES AND OUTCOMES**

In the current local government environment the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households.

The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

## FUNCTIONAL KEY RESULTS

### KEY RESPONSIBILITIES AND OUTCOMES

Operational responsibilities cover a range of tasks associated with but not exclusive to:

- Assisting with developing tree management, enhancement, and maintenance programmes and providing the Council with specialist arboriculture advice for trees on the Kapiti Coast under the management responsibility of the Council.
- Assisting the Parks, Open Space and Environment Team with the management of Kapiti's significant trees through monitoring and carrying out individual tree risk assessments.
- Supporting the implementation and maintenance of a Street Tree Database and collecting geospatial data and recording tree assets including their condition and risk.
- Planning and managing delivery of proactive tree work and planting programmes with the support of the Parks, Open Space and Environment Team.
- Contribute to ensure service level agreements, contracts or other agreements are entered into and managed effectively and according to Council policy and procedures, budgets and timeframes.
- Provide quality assurance that work is being delivered in accordance with service level agreements and industry best practice guidelines.
- Undertake and participate in day-to-day tree maintenance, (climbing, felling, pruning and planting operations) as required and within scope/capability.
- Ensure all paperwork, service requests, tailgate sheets and timesheets are completed in an accurate and timely manner and provided to the Operations Administration team.
- Ensure the plant and machinery used is maintained to full working order by arranging regular servicing and any repairs are undertaken in a timely manner and that all equipment used is fit for purpose and users are fully trained on operating the equipment and using correct PPE.

### Leadership

- People leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki.
- Build and maintain a happy, high performing team.
- Ensure that your staff are current in their knowledge in legislation and training is available to keep pace with best practice.
- Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.
- Ensure the teams are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs.
- Effectively manage day to day work output and timeframes.
- Schedule and conduct regular team meetings to enable the team to be informed and up to date in their areas and those areas that cross over with other teams.
- Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner.
- Ensure adequate provision of backup/cover for team members.
- Be a role model for the delivery of consistent high customer service levels to internal and external customers and champion Council values.
- Establish an effective performance culture within the team, including ongoing performance appraisals with clear performance indicators and consistent standards.

Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate.

#### **Customer Service**

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

#### **Teamwork**

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

#### **Financial Management**

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

#### **Monitoring and Reporting**

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

#### **Relationship Management**

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

#### **Information Management**

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

#### **Legislative Compliance**

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

#### **Project Management**

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

#### **Personal Key Results**

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

### **Health and Safety**

All managers are expected to be champions for health & safety excellence. All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions
- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

### **Essential Skills, Knowledge and Experience**

- Previous proven experience in arboriculture and / or recognised Arboricultural qualification (Level 4 or above) and an understanding of tree biology and tree identification.
- Has extensive practical work experience in carrying out all aspects of tree work.
- Holder of a current and valid NZ Drivers Licence and current & valid Heavy Trade Licence with no restrictions.
- Knowledge of either QTRA, TRAQ or another internationally recognised tree risk assessment method.
- Knowledge of the Health & Safety at Work Act 2015, particularly how it applies to contract management and work site safety.
- Demonstrated ability to undertake work of a physical nature and use equipment in a proficient and safe manner a range of plant and machinery including chain saws, woodchippers.
- Demonstrated understanding of hazardous substance useage and requirements for use in accordance with applicable safety and compliance regulations.

- Demonstrated good interpersonal skills with a commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.
- Demonstrated ability to build and maintain effective professional working relationships with all key stakeholders, including with other council staff members based on a collaborative, collegial and cooperative working style.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated effective computer skills encompassing the range of Microsoft Office Products and an ability and willingness to embrace other applications as may be required in the scope of this position.
- Availability and willingness to work additional or alternative hours including during weekends if required.

#### **OTHER INFORMATION**

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

#### **Civil Defence, Emergency Management and Business Continuity Duties**

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.)

Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

#### **Performance Review**

Performance in this position will be assessed in terms of an agreed performance plan.