

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Leading Hand, Operations

Location: Various

Classification: GSO5/6

Reports to: GSO7 Team Leader, GSO9 Supervisor

Position number: P45585, various

Date last reviewed: June 2026

Division: City Services

Position requirements: Refer to Compliance Requirements/Qualifications section below

Business unit: Urban Treescapes

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

City Services (CS) delivers a wide range of services that Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries, mowing open space, managing our roads, footpaths, and cycle paths. City Services also maintains many of Canberra's



lakes, ponds, public open spaces, city places, and urban trees. The Division also manages ACT NoWaste.

BUSINESS UNIT OVERVIEW

City Presentation, a Branch within City Services Division, is responsible for the planning and management of parks, open spaces, and the public domain including lakes, street and parkland trees, public open space, and city places. It protects the natural resources and amenity of the ACT and maintains the look of the city and its environs through its responsibilities that also include domestic animal services, city rangers, and the protection of trees on public and private land.

Urban Treescapes is responsible for the management and maintenance of more than 846,000 trees on parklands and streets throughout ACT. Canberra's urban forest comprises a diverse combination of evergreen and deciduous trees, and this diversity provides important ecological and amenity advantages. Urban Treescapes' responsibilities include the planting, watering, and follow up maintenance of newly planted trees, the maintenance of established trees, the removal of dead and dying trees, the administration of the *Urban Forest Act 2023*, the assessment of tree related claims, and the provision of technical advice on tree related matters.

POSITION PURPOSE

The role will primarily be responsible for carrying out the maintenance of Canberra's urban trees. As a Leading Hand within CED, this role requires a person with an understanding of the importance of teamwork and great customer service who can motivate and positively influence a small team, providing appropriate support and guidance. Effective employee engagement skills are a key enabler in the performance of this role as is a values-based leadership style.

DUTIES / RESPONSIBILITIES

Under limited direction, Leading Hands are responsible for:

1. Leading and working as part of a small team of employees engaged in urban tree maintenance activities. You will also assist with training staff and provide induction training for new and temporary staff.
2. Assigning operational tasks and coordinating the use of resources required to carry out work programs and projects.
3. Recording works undertaken through digital platforms such as Salesforce and Field Maps on a mobile device.
4. Carrying out site specific risk assessments and implementing site specific traffic control plans.

5. Ensuring that all work is carried out in accordance with Australian Standards and Arboriculture Australia Minimum Industry Standards and meets the requirements of Workplace Health and Safety (WH&S) Legislation.
6. Engaging with stakeholders while undertaking operational tasks.
7. This position does involve direct supervision of 5 to 10 x GSO3/4 Tree Workers.
8. Following work health and safety procedures diligently. Taking responsibility for your own safety and the safety of those around you.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Extensive practical experience in tree maintenance activities including the operation and maintenance of equipment used for tree maintenance and knowledge of the Australian Standards for tree maintenance and Arboriculture Australia Minimum Industry Standards and their application.
2. Knowledge of work health and safety best practice in the industrial environment including standard operating procedures, temporary traffic management procedures, and undertaking site specific risk assessments.
3. Demonstrated ability to lead a small diverse and inclusive team and liaise effectively with management, staff, and members of the public.
4. Sound written and oral communication, negotiation and conflict resolution skills, and the ability to use information technology for customer relationship and asset management.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

Please refer to the recruitment advertisement for information on how to apply.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Driver's licence Class MR (Medium Rigid class) is essential, or ability to obtain.
- Certificate III in Arboriculture or Horticulture is highly desirable, and/or demonstrated equivalent experience is essential.
- Fall trees manually - intermediate (chainsaw certificate), or willingness to obtain.
- Operate a boom type elevated work platform - 11m or more (EWP Ticket), or willingness to obtain.
- Authority to implement traffic control plans & Traffic controller training, or willingness to obtain.
- Workplace Health and Safety Induction (White Card).
- Asbestos & Silica Awareness/Identification.
- Ability to undertake the physical requirements of the tasks listed in this Position Description.

This position requires a Working with Vulnerable People check and a pre-employment medical may be required. Background / Security clearance checks will also be conducted.

The position requires a willingness to wear a uniform, work anywhere in the ACT as required and participate in an on-call roster.

For a broad banded GSO5/6 who has been at highest increment point of their broad banded classification for one year, to progress from a GSO5 to a GSO6 they should demonstrate the following:

1. All CED mandatory training and tickets related to job role.
2. Demonstrated ability to work safely and observe safety procedures.
3. Demonstrated competency in performing inherent requirements of the role, having completed all mandatory training and hold current required tickets.
4. Attainment of Certificate III in Arboriculture (electives to be agreed with manager)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Leading Hand, Operations (position number P45585, various) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Occasionally
General computer use/in field technology	Occasionally
Extensive keying/data entry	Never
Graphical/analytical based	Never
Sitting at a desk	Never
Standing for long periods	Frequently
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Frequently
Climbing	Occasionally

Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Frequently
Exposure to extreme temperatures	Frequently
Exposure to silica (either with asbestos or under asbestos)	Occasionally
Operation of heavy machinery e.g. forklift	Frequently
Confined spaces	Occasionally
Excessive noise	Frequently
Low lighting	Frequently
Handling of dangerous goods/equipment	Frequently
Working with asbestos	Occasionally
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material or work sites	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently