

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Tree Worker, Operations

Classification: GSO3/4

Position number: P21346, various

Division: City Services

Business unit: Urban Treescapes

Location: Various

Reports to: GSO7 Team Leader and/or GSO9 Supervisor, Operations

Date last reviewed: June 2026

Position requirements: Refer to Compliance Requirements/Qualifications section below

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 853,000 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

Tree Workers contribute to a knowledgeable team carrying out tree maintenance tasks within Canberra's urban forest. As a representative of the ACT Government, you will require a passion for trees and an understanding of the importance of teamwork and great customer service.

DUTIES / RESPONSIBILITIES

Under limited direction, Tree Workers are responsible for:

1. Delivering high standards of tree maintenance and community service.
2. Carrying out general tree maintenance, pruning, and removal.
3. Operating and carrying out basic maintenance on various types of machinery and equipment, which may include chainsaws, elevated work platforms, and/or chippers.
4. Undertaking all work tasks in accordance with relevant standards and Workplace Health and Safety (WHS) legislation.
5. This position does not involve direct supervision of staff.

To progress your career within the Urban Treescapes team, CED will support you to undertake the following training:

- Workplace Health and Safety Induction (White Card).
- Asbestos & Silica Awareness/Identification.
- Temporary Traffic Management (TTM) Awareness Training.
- One or more of the following:
 - Plant and Equipment Training - operation, care, and maintenance
 - Fall trees manually (chainsaw certificate) – from basic felling through to intermediate felling as skills progress
 - Operate Mobile Chipper
 - Driver's licence Class MR (Medium Rigid class)
 - Operate a boom type elevated work platform - 11m or more (EWP Ticket)
 - Cert III in Arboriculture (skills, funding dependant)

SELECTION CRITERIA (CAPABILITIES)

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

1. Practical experience in and a general knowledge of tree maintenance.
2. Knowledge of the industrial environment including standard operating procedures, temporary traffic management procedures, and undertaking site specific risk assessments.
3. Proven ability to work in a team environment and follow direction.
4. Good communication skills, the ability to use information technology, and a sound understanding of customer service requirements.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

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.
- Fall trees manually (chainsaw certificate) - basic 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.

- Certificate III in Horticulture or Arboriculture is highly desirable.
- Driver's licence Class MR (Medium Rigid) or higher is highly desirable.
- Ability to undertake the physical requirements of the tasks listed in this Position Description
- This position requires Background / Security clearance checks to be conducted, and to undertake a pre-employment medical.
- The position requires a willingness to wear a uniform, work anywhere in the ACT as required and participate in an on-call roster.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Tree Worker** (position number **P21346, 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 use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Never
<i>The position in an activity based work environment</i>	

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
Frequent paid overtime	Occasionally
Rostered shift work	Occasionally

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

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	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
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
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	Occasionally

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