

Job Title	Arboriculture Officer
Job Family	Direct Services
Service Area	Service Delivery
Band	Band 5
Job Reference	

Reporting to:	Responsible for :
Countryside Manager	Arboriculture team

Team Purpose

Direct Services is committed to providing efficient, cost effective and customer focused local services that are consistent with the Council's Corporate Strategy and objectives and which deliver a real improvement in the quality of the environment

Role Purpose

Manage, maintain and enforce the Council's obligations and commitment to tree management in accordance with the Council's policies ensuring legal compliance and high standards of customer service and health and safety. Support the development and maintenance of sustainable green spaces and effective tree management.

Key Accountabilities

- Manage and oversee budgets delegated by the Countryside Manager, including the monitoring of expenditure and supporting in the compilation of annual budgets plans
- Respond to applications for works to protected trees and notifications of tree works in conservation areas, and make new tree preservation orders when necessary.
- Use and maintain IT and other systems for serving customers, storage and retrieval of data relating to council and tree preservation orders, and performance management
- Manage and maintain Council-owned trees in accordance with the Council's Tree Risk Management Plan and adopted policy.
- Issue orders and contracts in accordance with the Council's policy and procedures
- Carry out inspections of Council-owned trees and identify works required, and organise inspections by staff and consultants, in accordance with the adopted Tree Risk Management Plan (TRMP)
- Commission and organise tree works by either the councils in-house team or if required specialists contractors to meet timetables set out in the TRMP, providing plans and other information required to ensure accurate communication
- Provide advice to the Countryside Manager and the Council's insurers in connection with insurance claims related to public trees, regarding subsidence and other matters
- Liaison with external agencies in relation to grant funding.

Key Objectives	
Working with customers	Interacting with internal and external customers, dealing with their issues and responding within appropriate channels. Liaising with external contractors and agencies (e.g. Forestry Commission, County Council).
Effective and efficient management of resources	Ensuring resources are effectively managed, deployed and utilised as efficiently as possible on a day to day basis.
Working towards the Corporate Plan	Collate and interrogate information that can contribute to Corporate Plan development and the development of associated plans and policies.
Knowledge of services	Good understanding of the operational aspects of tree management.
Using systems effectively	Ability to scrutinise operational information and systems in relation to tree management functions. Ability to learn new systems quickly and interrogate systems to obtain management information.

Specific Tasks	
Case Management skills	Understand and support the case management approach across the council. Ability to quickly assess customer needs and provide appropriate solutions and support the team in doing so.
Team work and working with others	Support specialist teams to work collaboratively across the Council to provide a seamless service to customers, collaborating on strategy and corporate projects as required. Able to effectively co-ordinate resources across a number of functions.
Enquiries, reports and service requests	Supporting the management of relationships with key customers. Provide information to support the preparation and presentation of reports to Cabinet, full Council, Council Committees or other internal or external meetings.
Processing and administration	Ability to analyse, review and control budgets and spend in line with Council procedures. Access and accurately update all relevant information systems.
Ability to support corporate projects	Supporting the specification, oversight and management of multiple small tree works, projects and contracts.
Strategy and policy	Contributing to the development and management of Council policies including responding to emerging legislation, best practice and guidance ensuring continuous development and improvement in services.
Performance	Ensuring that the Council's policies and practices and all legal requirements relating to the service are adhered to. Supporting in the development of quality control KPIs to ensure service delivery targets are met and are within budget.

Qualifications

- Recognised arboriculture qualification or significant experience in an arboricultural management role.

Knowledge, Skills and Experience

- Extensive working knowledge and practice of Arboriculture work together with experience and practice of VTA (Visual Tree Assessment) method.
- Proven ability to deliver effective tree management services together with a strong customer service focus.
- Knowledge of land ownership/ management through the use of GIS, Land Registry and other agencies.
- Proven ability to operate and adhere to strict health and safety procedures .

Specialist Knowledge

Good understanding of tree preservation order legislation.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

Management Behaviours	Definition
Change Management	The ability to communicate a compelling vision generating genuine motivation and commitment and to act as a sponsor of change.
Financial and Resource Management	Demonstrating an understanding of the financial impact of decisions that are made at all levels of the organisation.
Leading and Motivating	The ability to lead a team by using knowledge, experience, motivation and expertise to make rapid and effective decisions.
Project Management	Effectively managing projects by utilising individual strengths, resources and expertise to achieve maximum productivity.
Service Delivery and Continuous Improvement	The ability to see where improvements can be made, and the willingness to keep encouraging the change of systems or procedures where necessary to achieve improvements and deliver an effective service.
Strategic Management	The ability to define and share the vision and strategy of the Council

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.