

Customer Services Directorate

JOB DESCRIPTION

POST: Tree Services Officer

DIVISION: Environment

SERVICE GROUP: Green Scene

REPORTS TO: Tree Services Manager

MAIN PURPOSE OF JOB:

Be responsible for the implementation of a range of strategies and initiatives designed to preserve and enhance the boroughs tree stock

To carry out all necessary monitoring activities to ensure that the service is delivered to specification, budget, legal requirements and meets all policy objectives. Recommend changes to policies and strategies as necessary.

Be responsible for professional advice to Members, Senior management team and the Councils Insurance and Risk Group on all issues relating to the management of the boroughs tree stock.

Summary of responsibilities and personal duties:

Responsibilities

- 1.** Assist with the recruitment, development and training of new staff and the engagement of contractors and consultants
- 2.** Manage operational and project budgets (circa £150k) ensuring that the service operates within allocated budgets and complies with all financial regulations and standing orders.
- 3.** Oversee the delivery of a wide range environmental improvement projects, including initiatives and projects proposed by ward assembly coordinating groups. Allocate resources sufficient for the cost effective completion of projects within designated timescales and acceptable quality standards.
- 4.** Provide professional advice to the Councils Insurance and Risk Group in relation to insurance claims for alleged property damage. Produce detailed reports and recommend appropriate action as required.
- 5.** Be responsible for the continuous monitoring of all tree management contracts and the supervision of contractor's staff to ensure compliance with agreed standards, Health & Safety legislation and service objectives.

Recommend and implement amendments to contract terms .and specifications including appropriate action in the event of underperformance.

6. Ensure that reports required to process tree related insurance claims are produced and presented in a timely manner.

7. Be responsible for the maintenance and continual development of the Arbortrack (or equivalent ICT system) database.

8. Be responsible for the development of a comprehensive communication strategy to maximise opportunities for positive publicity for the council's tree management activities.

Personal Duties

9. Carry out site inspections and surveys to determine the maintenance needs of the boroughs tree stock as necessary. Be responsible for the safe keeping of allocated vehicle and equipment

10. Produces detailed statistical analyses of operational activities on a regular basis. Including reports to support agreed SLA's and protocols

11. Initiate and maintain excellent working relationships with all contractors and partner organisations in order to influence their understanding of the council's policy objectives, seek innovation and obtain their support.

12. Design and deliver a programme of advisory and educational sessions for other council officers and partner organisations to increase their knowledge and understanding of tree management in an urban environment.

13. Attend committee and other corporate partnership and community meetings preparing and presenting reports as required.

14. Attend meetings and speak on behalf of the Council locally. Regionally and nationally on all tree management issues. Including GLA, London Tree officer forums, local assemblies, community groups and working parties.

15. Respond to enquiries from elected members, senior officers, and residents. Draft responses to Council questions and media enquiries.

16. Undertake personal investigations into complaints made by elected members residents, third party insurers and community groups. Recommend all necessary action to satisfactorily resolve them.

17. Keep up to date with developments and trends in arboriculture management in order to seek, evaluate and adopt examples of innovation and good practice.

18. Respond to tree related emergencies outside normal working in accordance with the requirements of the services business continuity plan.

19 Contribute to the ongoing development of the groups Quality Management Systems as well as undertaking all works in accordance with the established quality system to maintain accreditation to BS EN ISO 9001:2001.

20. Deputise fully for the Tree Services manager in their absence

21. Assist in carrying out the Councils environmental policy within the day to day activities of the post

22. Ensure that the duties of the post are carried out with due regard to the Councils Equal Opportunities Policies.

23. To undertake any other duties commensurate with the post as directed by the Tree Services Manager

PERSON SPECIFICATION

Directorate: Customer Services

Environment

Job Title: Tree Services Officer

Grade: PO1

Reports to:

Note for Candidate

The person specification is a picture of the skills, knowledge and experience needed to carry out the job and will be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purposes of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your application form.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements

Note for the Manager

You do not have to use all of the categories, they are included to provide guidance for you. However, it should be noted that under normal circumstances, it is usually only knowledge, experience and an awareness of Equal Opportunities issues, which can be measured from the Application Form.

Equal Opportunities

Commitment to implement the council's Equal Opportunities policies

Awareness of Equal Opportunities issues

S

Knowledge

Extensive knowledge of the development and use of computer mapping system and a sound appreciation of the value of trees in the urban environment

S

Good knowledge of the principals of financial management and control	S
Good understanding of the issues facing the management of a public sector organisation	S
Extensive knowledge of all aspects of contract specification, letting, monitoring and associated processes and procedures	S
Excellent understanding of all aspects of tree management and maintenance programmes	S

Experience

The post holder would be expected to have experience of working in partnership with and supervising the activities of a range of internal and external service providers including:

- Developing strategies to improve service provisions - S
- Meeting tight deadlines and managing input from a range of contributors - S
- Contract development and monitoring – S

Education

The Post Holder is required to have a recognised qualification in Arboriculture	S
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Skills/Ability

Ability to develop and utilise appropriate ICT applications and databases

Able to prioritise workloads and work on own initiative

Able to communicate well in both written and oral form

Able to use statistical data and prepare detailed reports and briefings

Innovative and enterprising

Physical

Must have good attendance record

Generally candidate must meet standard Lewisham requirements

Must have a current driving licence

