

Kent County Council

Job Description: *Soft Landscape Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways Transportation & Waste – Soft Landscape Team
Grade:	KSG
Responsible to:	Landscape Manager, Soft Landscape Asset Manager

Purpose of the Job:

- To supervise Soft Landscape Technicians outputs, quality & productivity.
- Supervise monitor & deliver Landscape contract maintenance works (Programmed, Ad-hoc & Emergencies) for urban grass, shrubs, hedge's. Weed control, rural swathe/visibility, rural hedges, and private re-charge work, planting works and schemes, environmental & wildlife related activities.
- Support & stand in for the Landscape Manager as required.
- To supervise monitor & deliver the High Speed Roads (HSR) and Cycle routes vegetation programme at various locations across the county. Or, other nominated project(s) as required.
- Deal with complex customer liaison & high degree of customer care.
- To undertake & supervise CSM enquiries ensuring enhanced customer care.
- Organise and deliver the service response for areas of unregistered land or via request from other clients & re-charge as appropriate.
- Provide technical expertise for customers and stakeholders.
- To specify, schedule and monitor ad-hoc Landscape maintenance where required, on sites throughout Kent. To assist the team by undertaking other duties commensurate with the post.
- Be able to travel independently to offices and external locations throughout Kent.
- Provide first point customer contact & resolution for incidents referred to by the Contact Centre or other parts of the business, as may be required.
- Provide technical advice for landscape planting schemes. Or, to the public on landscape, tree and environmental matters.

- Supervise, monitor & deliver bumblebee, SSSI, RNR related wildlife projects. Facilitating and working with the public and third sector groups as required.
- Supervise, participate & deliver Asset Data collection/mapping.
- Compile site data & investigate KCC and external records to facilitate the compilation of technical, sometimes complex written responses to FOI's, CSM's, Formal Complaints, MP letters, insurance claims, statutory notices, legal enquiries, Priority & Cabinet member communications.

Main duties and responsibilities:

- Daily contract supervision of Urban Grass, Shrubs, Hedges, Roses, Weed Control, Swathe & Visibility Contracts.
- Supervise, train & assist Soft Landscape Technicians as required.
- Collect inspection data for new & existing assets on site via a tablet device. Specifically, recording location, asset details dimensions and data such as conditions, defects, required works and priority.
- Provide additional tree inspections, as required to supplement existing resources.
- Supervise individual projects & departmental functions under the direction of the Landscape Manager. These may include High speed Road programme, Cycle route vegetation, Department admin function, district or defined contract responsibility for landscape related activities.
- Continuous update of the customer service and works ordering modules of Confirm (WAMS) – Asset Management System.
- Use specialist GIS (ArcGIS) software to provide drawings and statistical information.
- Supervision & monitoring of planned & reactive landscape maintenance & tree works where required. Communicating with contractors, collecting and collating relevant records for asset data, quality & performance purposes.
- Provide technical advice & support to other departments, the public & other stakeholders.
- Utilise specialised landscape/tree equipment.
- Assist with the development of policy, processes & procedures, where required.
- Assist in compiling & communicating future programmes of work (reactive & planned) within Highways & Transportation and to other stakeholders as appropriate.

- Collect and collate relevant records and statistics for the team to assist with the provision of information to other parts of the business.
- Foster seamless working within Highways Operations & across the council. Provide training & technical workshops for the team(s).
- Liaise with internal and external stakeholders as required. These will include members of the public and elected representatives, as well as other bodies such as parish and district councils, Utilities and transport operators.
- Assist in the preparation of work packages, programming of work and work permit & Kent Lane Rental issues, processes & procedures.
- Assist with landscape insurance claims & legal matters.
- Coordinate shrub/hedge planting programmes & fence installation/repair matters dealing with community groups & member highways fund as required
- Assist in the collection, calculation & communication of Operational Performance Measures (OPM'S) and other supporting information where appropriate for service improvement purposes.
- Undertake supplementary administrative and technical tasks as and when required, to support the wider team, team leaders & Service Manager.
- Work generically and provide technical support across all the service functions within the team
- Monitor & ensure contractors are working in a safe manner. Liaise with all parties on Health & Safety matters.
- Emergency planning & service coordination.
- Cross department working & coordination.
- Deal with the public, elected members, town, parish, borough & District Councils.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Soft Landscape Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • National Cert/Dip Horticulture; • Or, other relevant level 4 Horticultural/Landscape qualification; • Or, other relevant degree qualification (Landscape or Countryside Management, Planning, Horticulture, Environmental) • A Full UK driving licence
EXPERIENCE	<ul style="list-style-type: none"> • Proven relevant public or commercial sector experience working in the Horticulture/Landscape industry or experience of working within a highways environment • Experience of working in a customer-oriented environment at a technical level • Experience of dealing with the public on complex landscape matters
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential. • Computer literate. Able to use MS Office and other typical general office packages, and also specialist landscape/tree related software packages. • IT capability – ability to be able to collect and record field data on site using IPads, provided by KCC for both urban and rural inspections (all weather & multi terrain). • Ability to use and interpret GIS spatial data (maps and drawings) • Able to demonstrate attention to detail. • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public on technical matters. • Ability to deal with the public in difficult circumstances. • Ability to manage customer expectations. • Demonstrable skills in managing information and communicating with a variety of stakeholders, balancing the needs of customers with differing agendas. • Good teamwork skills. • Ability to travel to sites throughout Kent, via use of own vehicle, or provided KCC van. • Able to carry out walked inspections (average 6-8km per day) and drive-by inspections throughout Kent. • Ability to carry out First Point Resolution (FPR) on site through manual means utilising provided equipment
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice related to Health & Safety, risk assessment, NRSWA Chapter 8.

BEHAVIOURS	<ul style="list-style-type: none"> • The ability to work co-operatively with others as part of a team and with all H&T partners & community stakeholders • Good understanding of the principles of customer care, good communication skills. • The ability to plan your own workload within an area of responsibility. Where required, work as part of a wider team. • Ability to work in isolation on site where the necessary assistance may not be readily available. • Ability to negotiate commercial arrangements with external contractors & District providers. • Ability to deliver to work within challenging deadlines and deliver projects within defined financial parameters. • Ability to communicate and work with multi-level contacts and stakeholders.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>