

<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways Transportation and Waste – Soft Landscape Team</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Arboriculture Manager Supervised by – Tree Officer East/West/Mid</b>

### **Purpose of the Job:**

The post holder will provide support to the Tree Team in the delivery of Tree Safety Audits (TSA's) and ad-hoc inspections on a daily basis at various locations across the County in accordance with meeting the requirements of the employer's duty of care. The post holder will be accountable for the collection and accurate recording of asset data within defined timelines. The post holder will be required to assist in specifying works, issuing jobs to contractors and updating systems following completed works.

Customer liaison and a high degree of customer care will be required along with an ability to deal with high volumes of CSM enquiries and complaints on site. The role will be the first point of customer contact & resolution for incidents referred by the Contact Centre or other parts of the business, as may be required.

The post holder will be required to assist with first point resolution on site and technical support for both internal and external customers. They will also be required to support the wider soft landscape team on various projects and environmental matters.

The post holder will be required to follow a structured training programme to successfully gain a level 3/4 qualification and enable possible succession into a KR8 Tree Inspector role if appropriate

### **Main duties and responsibilities:**

1. Assist in the collection of inspection data for new trees on site via a tablet device. Specifically, recording tree location, species, dimensions and data such as age class, conditions, defects, required works and priority. Assist in the preparation of work packages, programming of work and work permit & Kent Lane Rental issues, processes & procedures.
2. Update of the customer service and works ordering modules of Confirm (WAMS) – Asset Management System.
3. Assist in the Specification & monitoring of tree works & landscape maintenance where required, communicating with contractors, collecting and collating relevant records for asset data, quality & performance purposes. Assist in the collection of Operational Performance Measure (OPM) data and other supporting information where appropriate for service improvement purposes.

4. Assist in compiling & communicating future programmes of work (reactive & planned) within Highways & Transportation and to other stakeholders as appropriate. Work generically and provide technical support across all the service functions within the team

5. Deal with customer complaints, enquiries, the public, elected members, parish & District Councils. Managing a positive customer experience particularly where the enquiry requires technical input. 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 councils, Utilities and transport operators.

6. The post holder must have the ability to travel throughout the County and also be prepared to occasionally work outside normal office hours in the interests of the service.

7. Undertake supplementary tasks as and when required, to support the wider team, supervisors, team leaders & Service Manager.

8. Promote cross department working & coordination dealing with community groups as required. Foster seamless working with Highways Operations. Assist with providing training & technical workshops for Hops and other KCC departments.

9. Follow a defined structured training programme in Arboricultural to gain a level III qualification, Professional Tree Inspection certificate or Technicians Certificate (Arboricultural Association)

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.

## Kent County Council

### Person Specification: *Tree Technician*

---

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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English and City &amp; Guilds accreditation in relevant subject; or ONC/BTEC or equivalent</li> <li>• Professional Arboricultural/Horticultural qualification or equivalent (NVQ Level 2/3) or extensive practical experience in a commercial arboricultural discipline.</li> <li>• Full UK Driving Licence</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Relevant public or commercial sector experience working in the horticulture/arboricultural industry or recent qualified college leaver seeking first public sector tree technician position.</li> <li>• Experience of working in a customer-oriented environment at a technical level &amp; dealing with the public on tree and landscape matters.</li> <li>• Working knowledge of tree species, common defects and pathogens.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively and manage customer expectations, both verbally and in writing with internal and external stakeholders and members of the public in difficult circumstances.</li> <li>• Able to carry out walked (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. Ability to travel around the county, sometimes at short notice, to fulfil the requirements of the role.</li> <li>• Computer literate. Able to use MS Office and other typical general office packages and specialist tree related software packages, including GIS or similar mapping package.</li> <li>• IT capability – ability to be able to collect and record field data on site using I Pads, provided by KCC for both urban and rural tree inspections (all weather &amp; multi terrain)</li> <li>• An ability to work to deadlines, under pressure and to prioritise work, using risk assessment techniques</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Relevant knowledge of legislation and codes of practice related to Health &amp; Safety, risk assessment, NRSWA Chapter 8.</li> <li>• An understanding of TPO's &amp; Conservation area legislation and its interface with the management of amenity trees</li> </ul>

<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
--	--