

Kent County Council

Job Description: *Highway Tree Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways Transportation & Waste – Soft Landscape Team
Grade:	KR 9
Responsible to:	Arboriculture Manager Soft Landscape Asset Manager

Purpose of the Job:

- To supervise Soft Landscape Tree Inspector outputs, quality and productivity.
- Supervise and carry out tree inspections (Tree Safety Audits) and ad-hoc inspections on a daily basis at various locations across the county in accordance with meeting the requirements of the employers 'Duty of Care'. The post holder will be accountable for the collection and accurate recording of asset data, the outputs of supervised inspectors and within defined timescales.
- Supervise, monitor and deliver tree contract maintenance works (Programmed, Ad-hoc and Emergencies) for highway trees, private re-charge work, unregistered land, planting works and schemes and environmental and wildlife related activities.
- Support and stand in for the Arboriculture Manager as required.
- Deal with complex customer liaison and high degree of customer care.
- To undertake and supervise CSM enquiries ensuring enhanced customer care.
- Organise and deliver the service response for areas of unregistered land or via request from other clients and re-charge as appropriate.
- Provide technical expertise for customers and stakeholders.
- Be able to travel independently to offices and external locations throughout Kent.
- Provide first point customer contact and resolution for incidents referred by the Contact Centre or other parts of the business, as may be required.
- Provide technical advice for tree planting schemes. Or, to the public on landscape, tree and environmental matters.
- Supervise, participate and deliver Asset Data collection/mapping.
- Compile site data and 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 and Cabinet member communications.

Main duties and responsibilities:

- Daily contract supervision of tree surgery works, felling and tree planting. Monitor and ensure contractor is working in a safe manner liaising with all parties on Health and Safety matters.
- Supervise, train and assist Soft Landscape Tree Inspectors as required. Encourage First Point Resolution (FPR) on site where possible using provided equipment.

- Collect inspection data for new and existing assets on site via a tablet device. Specifically, recording tree location, species, dimensions and data such as age class, conditions, defects, required works and priority. As required, re-inspect trees, using the reduced version of the above collection of inspection data.
- Continuous update of the customer service and works ordering modules of Confirm (WAMS) – Asset Management System.
- Supervision and monitoring of planned and reactive tree works and landscape maintenance works where required. Communicating with contractors, collecting and collating relevant records for asset data, quality and performance purposes.
- Provide technical advice and support to other departments, the public and other stakeholders.
- Utilise specialist tree decay detection equipment for trees identified for 'Further Analysis'. Use specialist software to assess results from decay detection equipment.
- Assist with the development of policy, processes and procedures, where required.
- Assist in compiling and communicating future programmes of work (reactive and planned) within Highways and 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 and across the council. Provide training and 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 and Kent Lane Rental issues, processes and procedures.
- Assist with tree related insurance claims and legal matters.
- Coordinate tree planting programmes/matters dealing with community/residents groups and Community Member Grants as required
- Assist in the collection, calculation and 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 and Service Manager.
- Work generically and provide technical support across all the service functions within the team.
- Emergency planning and service coordination.
- Cross department working and coordination.
- Deal with complex customer complaints, enquiries, the public, elected members, town, parish, borough and District Councils. Managing a positive customer experience particularly where the enquiry is complex or requires technical input.
- Undertake extensive travel throughout the county utilising provided KCC vehicle. On some occasions it may be necessary to use your own vehicle.

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: *Highway Tree 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"> • Education to GCSE or equivalent level including passes at C grade or higher in Maths and English • City and Guilds accreditation in relevant subject or ONC/BTEC or equivalent • Professional Tree Inspection Certificate (such as LANTRA level 3 or equivalent) • Technicians Certificate level 3 (Arboricultural Association) • National Cert/Dip Arboriculture • Relevant level 3/4 Arboricultural qualification or 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 Arboricultural industry or experience of working within a highways environment • Experience of working in a customer-oriented environment at a technical level and dealing with the public on complex tree matters • Experience of Visual Tree Assessment (VTA) methodology and advanced decay detection using either Picus or Resistograph
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Computer literate. Able to use MS Office and other typical general office packages, and also specialist tree related software packages including GIS or similar mapping package • Knowledge and experience of the Confirm (WAMS) system • 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 and multi terrain) • 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 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

	<ul style="list-style-type: none"> • 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 • The ability to work co-operatively with others as part of a team and with all H&T partners and community stakeholders • Good understanding of the principles of customer care • Good communication skills • The ability to plan 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 and 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
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice related to Health and Safety, risk assessment, NRSWA Chapter 8 • An understanding of Tree Preservation Orders (TPO's) and Conservation Area legislation and its interface with the management of amenity trees
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>