

Kent County Council

Job Description: *Tree Inspector*

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| Directorate: | Growth, Environment and Transport |
| Unit/Section: | Highways Transportation and Waste – Soft Landscape Team |
| Grade: | KR8 |
| Responsible to: | Arboriculture Manager |

Purpose of the Job:

To undertake Tree Safety Audits (TSA's) at various locations across the county and ad-hoc inspections daily 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 and will be required to deliver within defined timelines. The post holder will be required to raise and supervise works issued to contractors daily and updating systems and authorising completed works.

Customer liaison and 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 and resolution for incidents referred by the Contact Centre or other parts of the business, as may be required. This may require the specification, scheduling and prioritisation of emergency, ad-hoc and programmed maintenance and re-inspections for tree works and landscape maintenance.

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

Main duties and responsibilities

- Collect inspection data for new trees on site via a tablet device. Specifically, recording tree location, species, diameter at breast height (dbh) and data such as age class, conditions, defects, required works and priority. In the case of re-inspections, a reduced version of the above, as required. Undertake pest & disease site monitoring & control. Assist in the preparation of work packages, programming of work and work permit & Kent Lane Rental issues, processes & procedures.

- Use specialist software to provide drawings and statistical information. Continuous update of the customer service and works ordering modules of Confirm (WAMS) – Asset Management System. Utilise specialist decay detection equipment.
- Specify & monitor 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.
- Provide technical advice & support to other departments, the public & other stakeholders. 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.
- Deal with customer complaints, enquiries, the public, elected members, parish & District Councils. Managing a positive customer experience particularly where the enquiry requires technical input. Collect and collate relevant records and statistics for the team to assist with the provision of information to other parts of the business. 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.
- Undertake extensive travel throughout the County utilising provided KCC van, or own vehicle as required and carryout first point resolution (FPR) on site where possible utilising provided equipment.
- Undertake supplementary tasks as and when required, to support the wider team, supervisors, team leaders & Service Manager. Support & stand in for the relevant Tree Officer as required.
- 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.

Footnote: This job description is provided to assist the job holder to know what his/her 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: *Tree Inspector*

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 |
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| QUALIFICATIONS | <p>Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English and City & Guilds accreditation in relevant subject; or ONC/BTEC or equivalent</p> <p>Professional Tree Inspection Certificate (such as LANTRA level 3), or equivalent</p> <p>Technicians Certificate (Arboricultural Association) Or other relevant level 3 Arboricultural qualification</p> |
| EXPERIENCE | <p>Relevant public or commercial sector experience working in the arboricultural industry. Or recent qualified college leaver seeking first public sector tree inspector position.</p> <p>Experience of working within a highways environment</p> <p>Experience of working in a customer-oriented environment at a technical level & dealing with the public on tree matters.</p> <p>Experience of Visual tree Assessment (VTA) assessment & methodology</p> |
| SKILLS AND ABILITIES | <p>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 & 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 tree inspections (all weather & multi terrain)</p> <p>Able to communicate effectively and manage customer expectations, both verbally and in writing, at all levels with internal and external stakeholders and members of the public in difficult circumstances. Skill sets to manage information and communicate with a variety of stakeholders, with differing agendas</p> <p>Able to carry out walked inspections (average 6-8km per day) and drive-by inspections throughout Kent. Ability to carry out First Point</p> |

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| | <p>Resolution (FPR) on site through manual means utilising provided equipment.</p> <p>Ability to drive to sites throughout Kent, via use of own vehicle, or provided KCC van and work in isolation or as part of a team.</p> |
| KNOWLEDGE | <p>Relevant knowledge of legislation and codes of practice related to Health & Safety, risk assessment, NRSWA Chapter 8.</p> <p>An understanding of TPO's & Conservation area legislation and its interface with the management of amenity trees.</p> <p>A working knowledge of the Wildlife & Countryside Act.</p> |

**BEHAVIOURS AND KENT
VALUES**

Kent Values:

Open

Invite Contribution and Challenge

Accountable

If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post.