

Kent County Council

Job Description: *Arboriculture Manager*

Directorate: Growth Environment and Transport

Unit/Section: Highways, Transportation and Waste

Grade: KR11

Responsible to: Soft Landscape Asset Manager

Purpose of the Job:

To be the lead professional managing and leading the service provision for the highway arboriculture asset across the County ensuring an efficient, consistent, customer focused and value for money service.

To manage the delivery of programmed highway tree inspections, maintenance contracts, coverage for severe weather emergencies, re-active tree inspections, adhoc, emergency and safety works, including all associated contract management, commissioning, financial and administrative tasks. Manage and coordinate control of ash dieback and other tree diseases, environment and arboricultural related project work.

To manage a team delivering contract management, programmed highway tree inspections, commissioning and front line services to customers, Council Members, District and Parish Officers and Councillors and other partners and be the recognised expert within the council giving technical arboricultural advice.

Main duties and responsibilities:

1. Line manage, recruit, train, develop, appraise and performance manage a team of Tree Officers, Tree Inspectors, Tree Technical Support Officers and deputise for the Soft Landscape Asset Manager.
2. Provide management and guidance to team members to enable them to be the public face of the Soft Landscape Team and HTW, providing a high standard of customer care and enable them to be the first point of contact and resolution for all matters relating to; Tree Safety Audits (TSA), health and safety of dead, dying, diseased highway trees, private trees that are a risk to the highway, enforcement against private tree owners, impact of crossover requests on highway trees, tree management within SSSIs (Sites of Special Scientific Interest), for off-road cycle paths and on HSR (High Speed Roads); private vegetation rechargeable works; tree planting schemes; Member Funded projects; environmental and wildlife related activities. To include adhoc safety, emergency and severe weather-related works.
3. Manage the prompt investigation and response to service requests, enquiries, complaints, damage claims and FOI (Freedom of Information) requests raised by customers, Council Members, other district / parish councillors and officers, MPs, transportation or utility providers, community groups or other KCC teams and track in accordance with HTW customer care policies and performance indicators.
4. Be responsible for the operational delivery of the cyclical Tree Safety Audits (TSA) and ensure that these are completed within the specified timeframes and accurately recorded, and maintenance regimes correctly identified for term service programmed maintenance contracts.

5. Contract manage the delivery of multiple arboriculture asset maintenance contracts across the highway network including the delivery of quality works, emergency works, post works/live site monitoring and defects correction.
 6. Manage contract finances of works orders to payment cycle keeping a close control of costs and monies paid against budgets. Advise on annual budget planning.
 7. Define contract specifications, commission and procure works ensuring compliance with KCC and Public Procurement Regulations and KCC Value for Money standards. Prepare contract documentation, schedules and quality elements for open tenders and carry out tender evaluation; includes procurement of adhoc safety and emergency works.
 8. Keep up to date with environmental legislation; IT systems; best practice and technical industry innovations and improvements relating to highways and arboriculture maintenance industries. Work with other HTW teams, district and parish partners and contractors to achieve a value for money, quality, customer focused and modern service.
 9. Provide professional, technical advice and support on arboriculture and highway asset maintenance and related matters to Council Members, senior managers, directors, district and parish partners, customers and other HTW teams, including agreements for S278 and S38 proposals, insurance claims and Section 154 enforcement. Contribute to Council policy development and implementation.
- Role Profile
10. Create and manage seamless working with all other HTW teams to provide technical support and advice to resolve highway safety, obstruction and enforcement issues. Assist with providing training and technical workshops for HTW and other KCC teams. Provide assistance to other teams within the GET directorate, or any other part of KCC when appropriate for particular projects and initiatives
 11. Ensure understanding and compliance by the team, all contractors, and other HTW teams with legislation and regulations relating to health & safety, working on the highway, the street works permit process, Tree Preservation Orders, Conservation Areas, planning, environment as well as Kent Permit Scheme and Kent Lane Rental Scheme
 12. 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.

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: *Arboriculture Manager*

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.

QUALIFICATIONS <i>(if essential)</i>	<ul style="list-style-type: none">• Level 5 Degree / Diploma in a relevant discipline (or equivalent) or• Level 5 Degree / Diploma in management (or equivalent)• Professional Membership of Arboricultural Association or Chartered Member of Institute of Foresters (or equivalent)
EXPERIENCE	<ul style="list-style-type: none">• Proven experience of line management / leadership of a multidisciplinary team in a customer facing environment• Proven experience of managing tree safety in a highway environment or similar and / or experience working in the arboriculture or forestry industry• Proven experience of programming, contract management and procurement at a technical level.• Proven experience of successful budget management• Experience of working in a customer-oriented environment at a technical level & dealing with stakeholders on complex tree matters.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Must be computer literate; able to use MS Office and other office packages; ArcGIS or other asset recording and spatial data system.• Knowledge and experience of Confirm (WAMS) and purchase order systems or similar.• Ability to follow Visual Tree Assessment (VTA) methodology.• Ability to use and interpret spatial data (maps and drawings) and able to demonstrate attention to detail• Ability to manage customer expectations• Ability to develop, motivate and hold contractors and employees to accountable standards of performance and to improve performance and effectiveness• Excellent interpersonal skills; competent influencer and team player.• Excellent verbal and written communication and presentation skills; ability to act as a technical expert for insurance and legal claims and represent the Council as an expert witness .• Able to work under pressure and prioritise own and team's work effectively• Ability to travel around the county, sometimes at short notice, to fulfil the requirements of the role .
KNOWLEDGE	<ul style="list-style-type: none">• Good knowledge of leadership skills and the principles of line management, employee relations and recruitment.

	<ul style="list-style-type: none"> • Good experience and knowledge of managing and influencing the political and administrative processes of local government • Good knowledge and application of the role and responsibilities of the Highway Authority, and their application and relationship to other public bodies. • Good knowledge and application of environment, planning, highways, street works and health and safety legislation, regulations and industry guidance relating to highway trees. • Good knowledge of contract management, project management. • Good knowledge of service commissioning and procurement including public procurement regulations.
Behaviours and Kent Values	<p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Demonstrate healthy attitude to risk • Welcome and expect change and evolving technology • Work in new ways • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for your actions and performance • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focused on outcomes <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