

Kent County Council

Job Description: *Landscape Technician (GIS)*

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| Directorate | Growth, Environment and Transport |
| Unit/Section | Highways, Transportation & Waste |
| Grade | KR8 |
| Responsible to | Contract Manager |

Purpose of the Job:

- To be the custodian of the highway soft landscape GIS, asset database and mapping system for all soft landscape assets across the County's highway network. Dealing efficiently with all service requests from users to ensure the landscape asset is on programmed maintenance regimes to keep the highway safe and free from obstruction by highway vegetation.
- To be accountable for the accurate and timely collection and recording of asset data onto GIS so the asset is accurately quantified and maintenance regimes correctly identified for procurement of term service programmed maintenance contracts. To include the distribution of asset data onto other management platforms such as Confirm WAMS.
- To provide technical guidance, consultancy support and training on GIS, asset data collection and management to the Soft Landscape Team on a day to day basis and also assist other Highways, Transportation and Waste (HTW) teams and term service contractors when required.
- The post holder will be the first point of contact for GIS enquires for Members, customers, other HTW teams, term service and adhoc works contractors to ensure all queries with the soft landscape asset data are managed in a consistent and integrated manner, including providing technical support.

Accountabilities:

1. Work closely with the Contracts Manager, Landscape Manager, Arboriculture Manager, Officers, Inspectors and Technical Support Officers to develop, improve and maintain the GIS system and database on soft landscape asset for: urban grass, shrubs, hedges; rural swathe, visibility, hedges, RNR (Roadside Nature Reserves), SSSIs (Sites of Special Scientific Interest); weed control routes on the highway hard surface; location of noxious weeds and pests; off road cycle paths; HSR (High Speed Roads); highway trees; highway trees with TPOs; conservation areas; third party maintained highway vegetation, private vegetation of highway interest and other environmental and wildlife related assets.
2. Management of the collection, update and amendments of landscape asset data by members of the Soft Landscape Team on GIS tools at on-site inspections using Arc Collector on a tablet device or other recording method or desk top study and ArcGIS,

specifically to enable accurate recording of asset type, quantities, dimensions, condition, highway / land ownership, defects and identifying required priority or remedial works.

3. To be responsible for the design and production of an accurate asset database, asset plans and the creation of contract schedules for the issue of contract compensation events in addition to the preparation and issue of tenders of term service contracts through public procurement.
4. Manage the distribution of asset data onto other management platforms such as Confirm WAMS and to our District / Parish Partners.
5. Maintain and develop applications, software and workflows on desktop and handheld tablets for remote asset data collection, auditing, automation and reporting on key asset management information. To include post works monitoring and data sharing with term service contractors with the aim to improve the quality and distribution of accurate asset and works monitoring, defecting, completion data and calculation of contractor Operational Performance Measures (OPMs) to identify areas for service improvement.
6. Ensure 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 HTW teams, whether by post, email, internet, telephone or via the KCC Highways Contact Centre and track in accordance with HTW customer care policies and performance indicators.
7. Foster seamless working with other HTW teams, particularly with the Highway Definitions Team, Enforcement Team and Highway Operations to provide asset data and technical support and advice to resolve highway safety, obstruction and enforcement issues caused by highway or privately owned vegetation.
8. Assist with providing training and technical workshops on GIS for the Soft Landscape Team, other KCC teams and term service contractors including providing technical support on all soft landscape asset data issues.
9. Undertake supplementary administrative and technical tasks to support the wider team, Senior Managers and Asset Manager. Support and stand in for the Landscape Officers, Arb Officers. Support, train and assist the Soft Landscape team on GIS systems.
10. 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: *Landscape Technician (GIS)*

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

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

| | Criteria |
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| Qualifications | <ul style="list-style-type: none"> • 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. • Professional Horticultural or GIS qualification or equivalent (NVQ Level 3) |
| Experience | <ul style="list-style-type: none"> • Relevant public or commercial sector experience working in the horticulture or grounds maintenance or asset management industries. Or recent qualified college leaver seeking first public sector landscape or GIS position. • Experience of working within a highways environment would be an advantage. • Experience of working in a customer-oriented environment at a technical level and dealing with the public on landscape matters. • Experience working with landscape contractors at a technical asset management and contractual level would be an advantage. |
| Skills and Abilities | <ul style="list-style-type: none"> • Computer literate and able to use ArcGIS or other asset data mapping systems to develop innovative solutions and embed GIS layers within other highway systems. Advanced user of MS Office and other typical office packages. Knowledge & experience of confirm (WAMS). • 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 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. • Ability to deal with public in difficult circumstances |

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| | <ul style="list-style-type: none"> • Ability to manage customer expectations • Good teamwork skills • Able to carry out walked inspections (average 6-8km per day) • Ability to work in isolation on site, or as part of a team • Ability to carry out First Point Resolution (FPR) on site through manual means utilising provided equipment • Ability to prioritise work, using risk assessment techniques • Ability to travel around the county, sometimes at short notice, to fulfil the requirements of the role. |
| Knowledge | <ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice related to Health & Safety, Highways Act, Risk assessment, NRSWA Chapter 8. • Relevant IT systems knowledge to be able to integrate a number of highway platforms and identify limitations. • Good knowledge of GIS systems and their application. • Ability to develop bespoke applications where necessary to provide GIS solutions would be an advantage. • Relevant knowledge of asset management techniques and its application to term service contracts and GIS. • An understanding of environmental and noxious weeds legislation |
| Behaviours and Kent Values | <p>Kent Values:</p> <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 |

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| | <ul style="list-style-type: none">• Deliver at pace• Look for ways to save money• Look for commercial opportunities• Focused on outcomes |
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