

Kent County Council Job Description: *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 & 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 & deliver tree contract maintenance works (Programmed, Ad-hoc & Emergencies) for highway trees, private re-charge work, unregistered land, planting works and schemes and environmental & wildlife related activities.
- Support & stand in for the Arboriculture Manager as required.
- Deal with complex customer liaison & high degree of customer care.
- To undertake & supervise CSM enquiries ensuring enhanced customer care.
- Organise and deliver the service response for areas of unregistered land or via request from other clients & 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 & 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 & deliver Asset Data collection/mapping.
- Compile site data & 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 & 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 & Safety matters.
- Supervise, train & assist Soft Landscape Tree Inspectors as required. Encourage First Point Resolution (FPR) on site where possible using provided equipment.
- Collect inspection data for new & 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 & monitoring of planned & reactive tree works and landscape maintenance works where required. Communicating with contractors, collecting and collating relevant records for asset data, quality & performance purposes.
- Provide technical advice & support to other departments, the public & 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 & procedures, where required.
- Assist in compiling & communicating future programmes of work (reactive & planned) within Highways & 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 & across the council. Provide training & 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 & Kent Lane Rental issues, processes & procedures.
- Assist with tree related insurance claims & legal matters.
- Coordinate tree planting programmes/matters dealing with community/residents groups & Community Member Grants as required

- Assist in the collection, calculation & 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 & Service Manager.
- Work generically and provide technical support across all the service functions within the team
- Emergency planning & service coordination.
- Cross department working & coordination.
- Deal with complex customer complaints, enquiries, the public, elected members, town, parish, borough & 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 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.

Kent County Council

Person Specification: *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">• Good general education to GCSE or equivalent level including passes at C grade or higher in Maths and English and 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;• Or, other relevant level 3/4 Arboricultural qualification;• Or, other relevant degree qualification (Landscape or Countryside Management, Planning, Horticulture, Environmental);
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 & 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. • 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 & 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 & 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 & 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**Kent Values:**

- 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