



Job Profile

March 26

JOB TITLE:	Arboricultural Officer
GRADE:	SO2
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Residents Services
SERVICE:	Green Spaces

REPORTING STRUCTURE

Reports to:	Arboricultural Manager
Direct Reports:	nil
Indirect Reports:	nil

ROLE PURPOSE:

To inspect, record and maintain the provisions of the Council's tree Inventory, aligning to the frequency outlined in the Council's tree strategy.

To provide technical support to other internal departments in the effective and efficient delivery of the Arboricultural Service.

A. Job Description

1. People Management

- No direct supervisory responsibility of other LBH staff, however, may be required to assist in the introduction and training of peers and new employees.
- Supervision and Monitoring of contractors, aligning to best contract management practice, supporting Value for Money principles

2. Resident & Community Contribution

- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met to deliver the Council vision of putting our residents first.
- Respond to resident and community enquiries in a professional and customer centric manner, ensuring that all technical details are clear and informative.

3. Operational Service Delivery

- Undertake detailed tree inspections and surveys of council-owned trees and maintain adequate records. Utilising Council software effectively for inspection records to limit and mitigate risk.
- Inspect highway trees following service requests from residents, and respond to these requests providing information, justification, and updates.
- Inspect trees in housing estates as part of the three-year housing inspection cycle and following service requests.
- Inspect and provide recommendations for tree work to Tenancy Management concerning trees in tenants' back gardens.
- Support insurance colleagues in relation to third party damage claims, inspect and develop appropriate documents to allow for informed decision making.
- Issue work instructions to contractors, in line with spend control processes. Perform effective contract management and quality control of work.
- Respond to emergency work requirements, issuing accurate information and instruction
- Assess TPO applications, write relative reports and issue decision notices. Record all decisions and update relevant partners.
- Write briefing notes where required for TPO applications and follow formal democratic processes when challenge occurs.

- Assist in the preparation and implementation of the Tree Preservation Order Review, make new TPOs, and notify residents.
- Assist the Arboricultural Manager with investigating and liaising with Planning enforcement concerning TPO and conservation area contraventions.
- Reply to complaints and enquiries in line with corporate timelines set.
- Support planning and highway colleagues with tree information supporting applications and enquiries.
- Assess section 211 notices for tree work in a Conservation Area and manage associated tree matters.
- Work across the organisation with environmental specialists, to agree tree planting schedules, species selection and planting volume.
- Pest and disease management, such as Oak Processionary Moth (OPM) and Ash Dieback, Liaising with the Forestry Commission where appropriate
- Liaise with energy and data supply companies regarding their statutory obligations in relation to tree management and care
- Work with internal and external colleagues in relation to infrastructure projects and lead on tree proposals and subsequent management
- Comply with legislation, Council and Group Standing Orders, instructions and resolution, and assist with the preparation, implementation and review of policies and plans for trees and woodland establishment and management.

4. Service Planning & Development

- Assist the Arboricultural Manager with the review, preparation and adoption of a relevant tree strategy and action plan.
- Engage with national bodies and support management of woodland within the borough, in partnership with the national bodies.
- Participate in the development of the Local Development Framework, in relation to landscape and trees.

5. Financial & Resource Management

- Maintain a continual understanding of external funding opportunities and actively apply for external funding for tree planting.
- Operate with a Value for Money ethos, challenge all expenditure and seek best value.
- Develop and maintain a computerised tree record database to enable the maintenance and management of the tree stock on a programmed basis.

6. Continuous Improvement

- Identify any opportunity to improve on current method of operations. Focusing on the delivery of an increased effectiveness of the service for our customers.

7. Contacts

- Primary contacts:
 - Arboriculture Manager
 - Planning colleagues
 - Highways Colleagues
 - Heads of Service and Directors
 - Green space colleagues
 - Residents
 - Members
- Secondary contacts:
 - Greater London Authority
 - Natural England
 - Forestry Commission
 - London Tree Officers Association
 - West London Alliance

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Maintain an accurate tree inventory, which protects the tree, the Council and residents.
- Evidence of 'Putting the Residents First'.
- Delivering inspection regime and subsequent work instructions, in adherence to inspection frequency , tree strategy and budget parameters.

B. Person Specification

Arboricultural Officer

This person specification will be used for recruitment to the **Arboricultural Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Qualification in an appropriate discipline related to Arboriculture/Forestry (Level IV) and / or practical experience	✓	
Evidence of Continuous Professional Development	✓	
PTI – professional tree inspections Qualification, or ability to gain the qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
UK Driving License or equivalent, and use of a vehicle	✓	
Able to cover rough terrain in order to carry out the role (personal mobility)	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable Arboricultural Officer work or a related field (Recent UK experience is essential)	✓	
Experience of working within a public sector organisation		✓
Experience of negotiation with home owners and managing agents	✓	
Experience of sourcing and securing external funding	✓	
Experience in the management of disease, e.g. OPM and Ash Die Back	✓	
Experience in responding to resident	✓	

enquiries with technical details in a professional and courteous manner		
Experience in managing consultants and contractors, in alignment to project scope and within procurement regulations (Contract Management)	✓	
Experience in identifying risk, and appropriate management and escalation	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
	✓	✓
Good working knowledge of UK trees: species, defining characteristics and tree health	✓	
Good working knowledge and understanding of legislation and	✓	
Able to develop decision making documents relating to tree management	✓	
Skilled in managing several contractors across a tree portfolio and ensuring quality work		✓
Skilled in delivering inspection at a set frequency, and recording accurate findings	✓	
Skilled in accurate recording of inspections on software systems	✓	

strategy guidance relating to trees in relation to the development process and Tree Preservation Orders.	✓	
Proven survey, analysis and presentation skills	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	