

**London Borough of Lambeth**

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Crew Leader - Arboriculture</b>
<b>Directorate:</b>	Neighbourhoods and Growth
<b>Division:</b>	Environment
<b>Business Unit:</b>	Parks and Open Spaces
<b>Grade:</b>	SO1
<b>Responsible to:</b>	Lambeth Landscapes Arboricultural Contracts Manager

**Main purpose of post**

The post holder will carry out arboricultural management maintenance operations as specified in the Arboricultural Service Specification; maintaining Lambeth's urban tree stock; carrying out specified arboricultural operations on non-Council owned sites where instructed; ensuring all works are completed to a high standard, on time, and in a safe manner according to the appropriate British Standards, legislation and industry guidance.

The role requires a good depth of experience in carrying out arboricultural duties. The post holder will take the lead role in supervising the work of a dedicated small team carrying out arboricultural operations across a range of sites. Principal duties will be that of lead climber with responsibility for carrying out all aerial operations whilst ensuring that all aspects of the arboricultural maintenance specification and work objectives are met.

Be responsible for the safe and efficient transportation and operation of vehicles and equipment to ensure that financial costs and environmental burdens are minimised by themselves and their teams.

Advise the public and support other stakeholders in respect to arboricultural objectives, resolving day to day issues creatively and sensitively and acting as a good ambassador of the Council at all times.

Maintain high levels of customer satisfaction with the service.

**Key Unit Accountabilities**

1. Carry out high quality arboricultural maintenance operations effectively and efficiently in accordance with the specification, ensuring that all service specifications and key performance targets are met and consistently high standards of work are maintained.
2. Supervise and be a positive role model to other members of your team to ensure that work operations are carried out according to specification, required timescales and with due regard to health and safety and all other relevant legislation and standards.
3. Select the most appropriate methods of work, correct equipment and arboricultural techniques to interpret individual written works instructions.
4. Carry out and supervise specified arboricultural work programs as per the requirements of BS: 3998: 2010 (or current standard), undertaking duties such as but not limited to tree removal, pruning, pest

and disease management, stump grinding, tree planting, aftercare and watering in open spaces, highway locations and non-Council sites as and when required by line managers.

5. Work with enthusiasm and passion to help to improve the service delivery at all times.
6. Oversee and take responsibility relevant to the post for the on-site working environment, ensuring safety for yourself, your colleagues and members of the public, carrying out ground and aerial operations and providing traffic management controls to ensure compliance with the requirements of the New Roads and Street Works Act 1991.
7. Take responsibility relevant to the post for the safe condition of and the appropriate selection of powered hand tools and light mechanical plant for all arboricultural operations including clear up operations.
8. Ensure that you and crew members wear the correct relevant uniform and personal protective equipment appropriate for the safe completion of tasks to be undertaken whilst on duty, ensuring that they are in a clean and safe condition and reporting and defects to your line manager.
9. Take responsibility for ensuring that you and your crew are fully briefed on the methods and requirements necessary for the safe completion of tasks.
10. Undertake the appropriate checks and inspections as required to ensure vehicles, plant and equipment are maintained in a clean and safe condition.
11. Carry out post operation site-clearance, safe and legal disposal of arisings by mechanical conversion or as specified by senior colleagues and line managers to ensure that sites are left in a clean and safe condition.
12. Be able to identify a range of tree species, to inspect, survey and recognise specific defects and associated hazards within individual trees, to undertake appropriate remedial action or where appropriate to report to senior colleagues and managers accordingly.
13. Interpret plans or written works instructions and to identify and select tree species, undertaking a range of arboricultural operations including but not restricted to pest and disease management, tree planting, aftercare and watering in a range of Council owned and non-Council owned sites to be instructed by management.
14. To take part in aerial training including assistance with training of assistant arborists, trainees and work experience candidates.
15. Maintain high skill and competence levels by undertaking appropriate training and refresher courses and meeting the minimal pass level at the examination stage.
16. To carry out and be responsible for the safe and correct application of pesticides, herbicides and other chemicals in accordance with operating instructions and appropriate training and certification.
17. Drive Council vehicles including towing in accordance with the appropriate safe system of work.
18. Undertake work in accordance with the appropriate safe system of work, generic and site specific risk assessments and relevant Industry standards.
19. To comply with the corporate Safety Management System including:
  - a. Take due care of personal health and safety and that of others who may be affected by the operations being carried out.
  - b. Use, maintain and inspect equipment ensuring its use only for its designed purpose and meeting the requirements of LOLER in inspecting such equipment.
  - c. Report any unsafe act, or condition, any accident or incident according to the Health and Safety Policy
  - d. Wear and maintain appropriate personal safety equipment in good condition, ensuring manufacturer's requirements and appropriate legislation are met.

20. Liaise with the public and be an ambassador on behalf of the Council, responding positively and sensitively to customer enquiries or complaints as they arise and where necessary reporting and making recommendations to the line manager.
21. Ensure all complaints or defective work are rectified promptly within specified timescales and accept reasonable instructions from managers. Record and report Council tree defects, potential offences and problems through the established reporting system.
22. Achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager. Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and training to assist with the effective development of the post and post holder.
23. Assist in the implementation of productivity increases to bring the operation in line with industry productivity norms. Co-operate with the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce cost or environmental burdens.
24. Give total commitment to supporting and maintaining an excellent health and safety culture within the service and a high level of awareness amongst all staff working together towards zero accidents and work related ill health. Report any potential dangerous hazards or occurrences identified during the working day to senior colleagues and line managers.
25. To ensure high levels of service, staff will be required to participate in the Council's 24 hour emergency call-out rota scheme for out of normal hours incidents which includes weekdays, weekends, all Public Holidays including Christmas Day. Work agreed overtime after Public Holidays or other disruptions to the normal service as required.
26. Take care not to cause damage to Council or third party vehicles, plant, equipment, property etc. and where damage is caused to report any incident to your line manager at the earliest opportunity.
27. At all times carry out responsibilities and duties in accordance with all relevant legislation, codes of practice and Council policies and procedures.
28. Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary, cross-department and cross-organisational groups and task teams. Undertake other duties commensurate to the grade of the post.
29. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others: Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
30. Support and give full co-operation with regard to the implementation and operation of the latest information and communication technology which will be designed to enhance efficiency, safety and rapid communication. This may include live GPS tracking of all operations, in-cab and handheld devices, 360 degree cameras on all vehicles, on-board weighing, RFID chips, systems to improve fuel economy and routing software.

31. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
32. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.
33. Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

## Person Specification

**Job Title:** Lambeth Landscapes Crew Leader - Arboriculture (SO1)

It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.

	Key Knowledge and Skills	Shortlisting Criteria
K1	Hold the following NPTC certificates (or their equivalent): <ul style="list-style-type: none"> <li>• CS30 Maintain and operate the chainsaw</li> <li>• CS38 Climb trees and perform aerial rescue</li> <li>• CS39 Use of the chainsaw from a rope and harness</li> <li>• Lantra Brushwood Chipper NPTC A06</li> </ul>	✓A
K2	<ul style="list-style-type: none"> <li>• CS31 Felling of small trees</li> <li>• CS40 Carry out pruning operations</li> <li>• CS41 Undertake sectional felling operations</li> <li>• CS47 Safe use of a chainsaw from a mobile elevated work platform</li> <li>• PA1 &amp; PA6 Use and Application of Chemicals</li> <li>• Lantra stump grinder NPTC A07</li> </ul>	
K3	A nationally recognised arboricultural qualification or the willingness to gain one	
K4	Proven working knowledge and application of key arboricultural skills including knowledge and practice of arboricultural operations to BS 3998 : 2010 and BS 8545: 2014 (or current standards)	
K5	Good working knowledge of arboricultural vehicles, machinery and equipment and its operational use	✓A
K6	Proficient in Identification of a wide range of tree and shrub species.	
K7	First Aid at Work certificate	✓A
K8	Good communication and interpersonal skills to deal with and engage a broad range of people and clients in the work of the service	
K9	Motivated to take pride in the work undertaken and to deliver a strong customer focused approach to service delivery	
K10	The ability to form, build and maintain strong, effective working partnerships with others including other team members, other Council staff and members of the public	

K11	Proficient skills to undertake arboriculture tasks with minimum supervision and be self-motivated to use own initiative and prioritise own and crew workload with minimal supervision and limited direction	
K12	A good working knowledge of health and safety legislation and policies and be willing to follow health and safety procedures and guidelines	
K13	The ability to ensure service compliance	
K14	Able to work the hours that are required to fulfil the job requirements, including early and late shifts, weekend cover and covering emergencies as and when required	✓A
K15	Able to carry out physically demanding and heavy manual work; and a willingness to work outside in all weathers, providing it is deemed safe to do so and the appropriate PPE is provided	
K16	The ability to carry out duties in accordance with policies	
K17	Possess basic literacy and numeracy skills or a willingness to participate in training	
K18	Possess basic IT skills, including email and use of smartphones / handheld devices; or a willingness to participate in training	✓A
<b>Relevant Experience</b>		
E1	Minimum 3 years' experience as an arborist	✓A
<b>Other Requirements</b>		
SR2	A full, clean UK driving licence is essential	✓A
SR2a	A full, clean UK driving licence with C1 + E entitlement	
SR3	Physically able to undertake tree work operations including climbing very tall, large trees	✓A
<b>Key Behaviours</b>		<b>Shortlisting Criteria</b>
B1	<b>Focuses on People</b> <ul style="list-style-type: none"> <li>• Being approachable and positive for my area of work and other services</li> <li>• Showing empathy to help people inside the council as well as outside</li> <li>• Ensuring I treat people equally and take time to listen to their needs</li> <li>• Being open, flexible and available</li> </ul>	
B2	<b>Takes Ownership</b> <ul style="list-style-type: none"> <li>• Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it</li> <li>• Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative</li> <li>• Working with teams and service areas to achieve positive outcomes and develop personal capabilities</li> </ul>	✓A
B3	<b>Works Collaboratively</b> <ul style="list-style-type: none"> <li>• Finding out what other colleagues do and working closely with them</li> <li>• Being a good team player and stepping in to assist manager or colleagues during absences</li> </ul>	✓A

	<ul style="list-style-type: none"> <li>• Being approachable, listening and building constructive honest relationships</li> </ul>	
B4	<p><b>Communicates Effectively</b></p> <ul style="list-style-type: none"> <li>• Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well</li> <li>• Sharing and passing vital and new information and reflecting back understanding</li> <li>• Escalating issues and opportunities straight away, ensuring risks are managed</li> </ul>	✓A
B5	<p><b>Focuses on Results</b></p> <ul style="list-style-type: none"> <li>• Getting my work done to the best of my ability with the resources and finances we have</li> <li>• Making sure I understand my objectives and what I need to do</li> <li>• Looking for opportunities to move forward</li> </ul>	