

Job Description and Person Specification

Arboricultural Officer

A Lambeth to be proud of



Job Title:	Arboricultural Officer
Department:	Tree Service
Division:	Environment
Business Unit:	Parks & Open Spaces
Grade:	PO1
Reports to:	Tree Service Manager
Responsible for:	N/A

Context

The Tree Service operate within the Residents Services Directorate of Lambeth Council, delivering important maintenance and safety-critical works across the Borough. Tree Officers carry out tree inspections in their own designated sites across the Borough. They also work as part of a team carrying out tree inspections across the borough. They also respond to enquiries from residents and councillors and assist other council teams such as Housing Services, Highways and Risk and Insurance. They raise works orders from some of the inspections they carry out. They work as part of the wider Tree Service and are guided by the Tree Service Manager and Senior Arboricultural Officer. They are supported by Arborist Supervisors who plan the works day and a Tree Service Administrator.

Job Purpose

The post holder will work as part of Lambeth's Arboricultural Service to assist in the provision and management of an in-house tree management service for council owned trees.

They will work with internal and external contractors, statutory undertakers and other organisations to ensure effective co-ordination of activities which impact on the borough's tree stock, and ensure that the council's policies and procedures in relation to tree management and wider environmental services are developed and implemented in accordance with national, regional and international standards of good practice.

Responsibilities

1. Raise works orders using the Council's tree management software (currently Ezytreev) for programmed and ad-hoc works, ensuring that programmed works adhere to the agreed time scales and that only necessary works are authorised. Audit and monitor authorised works to ensure that the requirements of the specification, including Key Performance Indicators, are being met. Attend monthly meetings with the Arborist Supervisors.

2. Research, analyse and assess information and data on the council's tree stock to assist with the management programme for the borough's tree stock, including specifying management arrangements in consultation with stakeholders.
3. Provide technical advice, prepare plans, drawings, costing and reports in respect of arboricultural services as required.
4. Carry out site inspections, surveys and investigate complaints; liaise with the operations team in respect of remedial works required. Maintain accurate records on Ezytreev of all work undertaken.
5. Ensure that all tree management works by both the in-house service and external contractors are undertaken with due regard to health and safety. Ensure that health and safety concerns are appropriately addressed. Ensure the health and safety of all users and customers and staff where they relate to tree issues regarding the borough's tree stock.
6. Develop and maintain effective working relationships with key stakeholders, ensuring the highest level of professionalism.
7. Use information technology effectively, including handhelds if required, to support efficient service delivery.
8. Work actively and co-operatively as an effective team member. Collaborate and communicate with colleagues across the council, to ensure effective communication and information sharing as appropriate.
9. Prepare information in a timely fashion to help colleagues respond to enquiries and complaints.
10. Undertake detailed tree condition inspections, understanding in detail the effects of major decay organisms and pests on the bio-mechanics and physiology of trees. Carry out inspections and surveys of trees within Council control, co-ordinating any actions arising and recording inspections on the Ezytreev database or alternative software package.
11. Help develop Ezytreev or another bespoke tree management database package, utilising all facilities available for recording inspections, storing photographs and works/budget management.
12. Work closely with the internal or external Structural Engineers and the Insurance section in all alleged subsidence cases. Report back to Insurance and Highways all tree root direct damage cases where directed.
13. Be familiar with new and existing arboricultural legislation and the Council's Health and Safety Policies and carry out your work in a safe and proper manner, having regard at all times for your own Health & Safety and that of colleagues and members of the public.
14. Carry out risk assessments relating to tree work and inform the operations team of areas of enhanced risk.
15. Prepare reports and evidence in the event of any court appearances relating to both subsidence and tree failure.
16. Attend emergency call-outs with due regard to personal and public safety, liaising with emergency services where necessary.
17. Liaise with Planning in regard to Tree Preservation Orders where requested.
18. Achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
19. Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

20. 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. Occasional early morning, evening and weekend working will be required.
21. 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.
22. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to 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 "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Detailed knowledge of relevant legislation and its practical implementation	
	K2	Substantive knowledge and experience in arboricultural industry, including investigating and specifying health and safety and amenity tree management work in either a public highway and/or public realm environment. Expert ability to undertake visual inspections of trees to ascertain condition, safety and to make recommendations of tree work	A
	K3	Ability to communicate clearly and concisely in both verbal and written forms with a range of different stakeholders, including in-house tree management staff, contractors, internal Council Officers, Council Members and property owners, and to negotiate effectively with stakeholders to achieve desired outcomes	
	K4	Demonstrable knowledge of tree species and the identification and assessment of structural weakness, decay and pests and disease and of the effects of tree root systems on buildings and hard surfaces and the associated recommended remedial action required	A
	K5	Detailed knowledge of the relationship between trees and buildings on shrinkable clay soils in relation to subsidence	
	K6	Demonstrable knowledge of best arboricultural practice and legislative requirements and related health and safety practice within an operational context	
	K7	Ability to plan, prioritise and manage delivery of individual work programmes to agreed standard and specifications	
	K8	Ability to use software based tree management systems, including associated laptop and handheld remote working equipment, to maintain condition records and produce associated reports and work instructions	A
	K9	Good general health, capable of making lone site visits at locations across the Borough, including public	

		highways and where physical access is difficult, daily in all seasons with a positive and willing attitude	
	K10	Detailed and broad knowledge of environmental service issues, particularly in an urban context	
	K11	Knowledge and understanding of regeneration and environmental improvement programmes	
Requirements	R1	Although the post does not involve carrying out works on trees or undertaking any climbing, the role does require an industry recognised arboricultural qualification. A Level 4 certificate in Arboriculture is the essential minimum requirement.	✓A
	R2	Achieved the Lantra Professional Tree Inspection Qualification (PTI)	
	R3	Full clean driving licence	A
Relevant Experience	E1	Substantial experience of managing a large tree stock and dealing with arboricultural maintenance operatives and contractors, preferably in a public realm or parks-related environment	✓A
	E2	Experience of identifying works, inspecting trees and ordering works	
	E3	Knowledge of relevant health and safety legislation	
	E4	Experience of dealing with tree related insurance claims	
	E5	Experience of dealing with a diverse range of stakeholder groups, e.g. members of the public, police and other emergency/enforcement services, local authority and contractor staff and commercial businesses	
	E6	Experience of managing information which leads to effective action or successful resolution of public and asset protection issues, including preparing reports or statements and dealing with written/verbal evidence	
	E7	Experience of operating a tree related IT asset management database	
	E8	Experience of using Microsoft Office software packages, including Word and Outlook	✓A

CORE VALUES AND BEHAVIOURS



- Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.
- Ensure fairness and justice is at the heart of my decision making and support to my team and others.
- Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.
- Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them,



- I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way.
- I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.