

Role profile

Job Title:	Tree Officer	Grade:	9
Department:	Leisure Services	Post no.:	54372
Directorate:	Economy and Sustainability	Location:	Perceval House

Role reports to:	Tree Service Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To inspect the Council's tree stock on the highway, parks and open spaces, housing estates (via SLA) and any other Council property as instructed or on a cyclical basis.
- To deal with and solve customer enquiries and complaints in relation to trees (maintenance and planting).
- To provide professional and technical advice to Planning Services on development/planning applications, tree preservation orders (TPO) and conservation areas.
- To assist the Council's claim handlers in dealing with insurance claims relating to trees.
- To be an integral part of the Council's arboriculture team providing expert advice on all tree related matters.
- To instruct and monitor the work undertaken as part of the Council arboriculture contract.

Key accountabilities

- KEY ACCOUNTABILITIES:
- Carry out planned inspections of trees on Council property as part of our cyclical maintenance regime issuing appropriate works instructions to the arboriculture contractor when required.
- Undertake re-active inspections of trees on Council property following customer complaints/enquiries and at the request of internal services issuing appropriate works instructions to the arboriculture contract in accordance with Council policies.
- Produce planting plans based on local knowledge, customer requests and feedback from community forums.
- Attend internal and external meetings, Council meetings and other public meetings in relation to tree related topics.
- Assist with the management of the arboriculture contractors; monitoring work carried out, health and safety/safe working practices and requesting remedial action on unsatisfactory works.
- To participate in the management of contractors and other external agencies to maximise service delivery, including tendering, evaluation and award of contracts
- To lead consultation, customer engagement and communication with service users and residents to ensure the effectiveness of service and maintain resident satisfaction.
- To participate in the running of the Ealing Tree Warden Scheme.
- To ensure that all customer contacts (input, feedback, complaints) are responded to within defined standards and that satisfactory conclusions are reached.
- To ensure all management processes comply with the Council's Terms and Conditions of Service including Health & Safety, Diversity and Equality policy.
- To advise on new developments in arboriculture and promote best practice and community engagement
- To provide expert witness statements and representation for the Council if required.
- To provide professional advice to the Planning and Regulatory Services on tree related planning/development applications, tree preservation orders (TPO) and conservation area applications.
- To provide advice to Highways Management in relation to dealing with tree roots affecting the highway.
- To provide professional advice to the Insurance Section on tree related claims
- Represent the Council on tree related matters in planning appeals, informal hearings, public enquiries and court cases.
- Assist in the delivery of the Council's adopted 'Tree Risk Limitation Strategy'.

- Assist in procurement of contracts for arboriculture or where trees have a significant impact.
- To work occasional evenings and weekends.
- Any other duties relevant to this role.

Key performance indicators

- Successful achievement of Service/Team Plan
- Customer satisfaction indices
- Comparative benchmark performance
- Service performance measures:
 - a. % Tree planting completed by agreed deadline
 - b. % Conservation area notifications within SLA
 - c. % TPO applications responded to within SLA
 - d. % Insurance claims responded to within SLA
 - e. % Customer complaints responded to within corporate standards
 - f. % Member enquiries responded to within corporate standards
 - g. % of arboriculture operations graded acceptable
 - h. Contract inputs and outputs

Key relationships (internal and external)

- Service Heads/Service Assistant Directors and other council departments, e.g. Housing, Highways Management, Planning Services
- Senior Managers
- Officers in Planning Services and Highways Management
- Portfolio Holder and Members
- Suppliers and contractors
- Neighbourhood Governance (Ward Forum) team, resident groups and voluntary organisations

Authority level

- People
Contractor
- Policy
Input to Service/Team plan
- Budget
N/A

Additional Requirement

- N/A

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Self-reliant and well organised, able to prioritise and manage a wide-range of tasks, and achieve results, sometimes within tight deadlines.
2. Knowledge and application of legislation relevant to the Tree Service/arboriculture industry, including requirements for public consultation and application of the Health and Safety at Work Act 1974, etc.
3. Knowledge of tree husbandry, arboricultural activities and experience of urban forestry environment management techniques.
4. Skilled in applying equality standards in practice, to ensure diversity and fair and equal access in the procurement of services and contracts.
5. Proven communication skills and the ability to present to a diverse range of internal and external audiences using a variety of media and approaches.
6. Knowledge and experience of working in partnership with other internal services and external bodies such as external service providers, contractors, private sector partners and government agencies to deliver integrated and improved services.
7. Evidence of seeing public enquiries, requests and complaints through from initiation to satisfactory completion.
8. Knowledge and experience of the planning process relevant to trees and providing technical advice in relation to tree preservation orders (TPO), conservation areas and planning/development applications.
9. Demonstrable effective use of a variety of ICT to retrieve information, monitor and evaluate business and individual performance and any application specific to the area e.g. MAPINFO or other GIS, Ezytreev or other database software.
10. Knowledge of working within the arboriculture industry either in a similar local authority or practical role

Essential qualification(s) and experience

1. An appropriate and related professional arboriculture qualification (equivalent to level 3). If qualified to level 2, ability to reach level 3 qualifications within a specified time.
2. Full driving licence valid for use in the UK and /or access to own transport.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

