Principal Arboriculture Officer

JE Code: JE2488



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Environment and Waste |
| **Reports To:** | Landscape Client Services Manager |
| **Job Family:** | Professional and Technical |
| **Grade:** | H |
| **Political Restricted:** | N |
| **Date:** | February 2023 |

**Key Deliverables**

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| **1.** | To be responsible for the management of trees owned and/or managed by the city council and toensure the council provides an Arboricultural service in line with relevant legislation, statutoryrequirements, national standards and the city council’s policies and procedures ensuring the council meets its statutory duty of care with regard to trees and public safety. |
| **2.** | Be responsible for the day-to-day management of the Arboricultural service, acting as lead officer in relation to service delivery, procedures, and processes, co-ordinating and managing the work of the Tree Team and monitoring and reviewing the work of the team on a regular basis. |
| **3.** | To manage an integrated tree inspection and management programme providing advice and guidance on issues relating to trees, insurance claims, operational plans and management reports for the council’s tree stock. Analysing the tree condition assessment results, carrying out of risk assessments where necessary and implementing the derived programme of works, monitoring, reviewing, and updating of management plans with interested parties including leading the production of a structured programme of new tree planting. This also includes ensuring that all GIS/mappings systems and relevant databases are up to date. |
| **4.** | Managing and delivering an extensive caseload comprising conservation area notifications, Tree Preservation Orders applications and reviews, High Hedge complaints and hedgerow removal notices, and administration of tree preservation orders. Also including the preparation of evidence for prosecution cases and planning applications. Provide written reports and consultation responses, evaluations, and verbal advice to the Planning Department. Carry out site visits and attend meetings regarding all other Arboriculture issues related to planning. Act as expert witness at Planning Appeals and Public Inquiries regarding arboriculture and associated issues. |
| **5.** | Assist with management of capital and revenue budgets for implementation and maintenance of schemes undertaken. Submission of bids for capital funds for project implementation. Identifying sources of grant to assist in project implementation and maintaining trails for grant funds. |
| **6.** | Manage and monitor performance of council contractors ensuring compliance with their contractual requirements and specifications, disputes are resolved quickly and that the interests of the Council are protected, and works are completed safely and within the agreed timescales and budget. |
| **7.** | Lead/facilitate other staff to ensure effective service delivery and delivery of projects, including training, planning and allocating work, checking work is done to time and quality and carrying out on-job training. Supporting staff and responding to customer enquiries (verbal and written) to the appropriate resolution within agreed timescales. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Level 4 Qualification in Arboriculture or equivalent experience. Demonstrating experience and/or considerable knowledge of legislation, planning policy and good practice relating to arboriculture and contractual management. |
| **2.** | Hold a Level 3 Professional Tree Inspection Qualification, an equivalent or demonstrate significant experience of tree biology; pests; diseases and disorders that affect trees and general ecological issues. Knowledge of tree work operations and the effects on tree health related to species. Experience of undertaking professional tree surveys for a variety of purposes. |
| **3.** | Deliver customer services in a fast paced and high-volume working environment with Members, Parishes and residents. Proven ability to build effective relationships and achieve co-operation from others, as demonstrated by evidence of success in working productively with other departments, stakeholders, partners, contractors. |
| **4.** | Experience of performance management including resource allocation and capacity, quality assurance systems and compiling statisticsand reporting information. |
| **5.** | Rare callouts outside normal working hours, e.g. associated with potential TPO etc infringements oremergencies relating to council managed trees. Attendance at some evening and weekend meetings. Regular site visits – use of car and driving licence. |
| **6.** | Able to prioritise work whilst maintaining focus on key projects or activities within defined timescales. |



Job Family

Professional/Technical

Grade H

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

Job holders will use their professional expertise to deal with complex, pressing issues on a day-to-day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.