# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Arb Development Officer

Grade: NNC BAND 6 (£37,035 - £39,513)

Reports to: Lead Arb Development Officer

Responsible for: n/a

Directorate and Service area: Assets and Environment, Grounds Services

## Purpose of the job

## Reporting to the Lead Arb Development Officer, the post holder is to work in conjunction with the Arboriculture section, in-house Arb team, other Council departments and external contractors. They will be responsible for assisting the Lead Arb Development Officer in preparing comments on landscaping schemes on Development Control applications, surveying and inspecting trees, prioritising tree and arranging tree works. Providing specialist tree related advice to internal and external stakeholders and liaising with multiple Council departments regarding tree matters. Assisting with the review of policy regarding tree management and care.

## Principal responsibilities

1. To provide forestry and arboricultural advice and to input into Council policy documents and initiatives. To work in line with the Council’s procedures and policies and to ensure that statutory obligations are delivered.
2. To be assist with gathering information related to the service, supporting the production of management reports. Assisting in the collation of figures for performance monitoring of the services and action changes.
3. Liaise with officers and customers directly to provide detailed information/responses to customer enquiries/complaints, Insurance Litigation, providing detailed action plans and resolutions to service delivery failures or improvements. Investigate allegations of damage, incidents and near misses, collating and providing relevant information to other service areas where required.
4. To assist with the development, review, audit and implementation of requirements of Health and Safety policies and procedures. Assisting with the Review of existing Risk Assessments and Safe Working Practices providing technical support to the Lead Arb Development Officer.
5. To keep the Council’s tree records, registers and any web-based system up to date and accurate. Cataloguing as directed, the entirety of the Councils vast tree stock. Regularly visiting sites to assess the need for work and health of trees.
6. To ensure that any works undertaken by external contractors are in accordance with all relevant recognised standards, Council policy and statutory regulations. Taking any necessary remedial action to remedy any identified failures and ensure best value for money.
7. Provide in depth knowledge of the delivery of Arboriculture functions to assist with continued service improvement and development, including the implementation and delivery of projects across the Council Estate, working in collaboration with Community Groups, Internal Stakeholders, Members, Charities, Business and External Funders as directed by the Lead Arb Development Officer.
8. Providing specialist tree-related advice where required as part of the delivery of the Council's services to our broad range of customers including the Council's service teams (particularly Planning and Building Control), contractors, consultants, architects and agents, external groups and organisations, and the public.
9. To physically undertake surveys, inspect, instruct works, plan removals, and combat disease across the entirety of the Council’s tree stock, and execute duties contained within the Occupiers Liability Act.
10. Raising public awareness of trees, tree legislation and best practice by ensuring provision of up-to-date self-service guidance to our customers via our website and other forms of communication.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Special features of the post

**Ability to work collaboratively across service departments particularly those within the Assets and Environment, Housing, Highways and Bereavement Services sections.**

**A work pattern outside of standard office hours will be required including some Bank Holiday, morning, evening and weekend working.**

**Ability to travel between sites with access to own vehicle.**

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Arboricultural Association’s Technicians Certificate in Arboriculture or Level 4 equivalent | Level 5 / Degree level education  Use of Microsoft Office packages  ICT Skills |
| Experience and Knowledge | Advanced knowledge of an office-based customer-focused environment.  Knowledge of Local Government policies and procedures  Practical knowledge of maintenance and management of a large tree stock.  Customer liaison.  Practical knowledge of identifying works. | 3 years’ experience of delivering Arboriculture Services functions and standards across a multitude of landscapes. |
| Ability and Skills | The ability to converse at ease with members of the public and provide advice in accurate spoken and written English is essential for the post.  Ability and willingness to develop individual project ideas, and progress actions as required.  Ability to work as part of a team and organise tasks and work unsupervised  Experience of dealing with customers (internal and external) verbally and in writing  Experience in analysing data & working with spreadsheets.  Ability to analyse situations, select appropriate solutions, and provide clear advice.  Ability to work under pressure.  Good IT skills | Report writing  Knowledge of web-based cataloguing systems for Tree Stock |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | Full UK driving licence  Access to own vehicle to travel between work locations and Council assets |  |