**Job Capsule Supplementary Information: Tree Manager L5 Z1**

**This supplementary information for *Tree Manager* is for guidance and must be used in conjunction with the Job Capsule for Job Family Place Job Level Zone**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To be responsible for the Council’s Tree Policy and the management and maintenance of all c28,000 council owned trees, the term tree contract (£760k annual), a corporate annual tree planting budget of (£45k), and a capital annual programme for the fell & replacement of unsuitable trees (£162k),5 Tree officers and the Executive officer, London Tree Officers Association (LTOA) and strategic tree risk management. Act as the lead Council officer for arboricultural issues, providing specialist arboricultural advice to officers, Councillors, other organisations and institutions and the general public.  
  
Responsible for identifying best practice and driving value for money in corporate tree management, liaising with other service areas including Insurance, Legal, Housing, Transport Planning, Children Schools and Families, Highways, Sustainability, Corporate Services and Environment Services.

**Outcomes or objectives that this role will deliver:**

* Lead the review and tendering processes for the Council’s term tree contract, including the preparation of technical specifications, and be responsible for contract management/monitoring.
* Be a key member of the Sustainability and Green space management team, providing a strong strategic perspective in the management of trees corporately.
* Provide strategic direction across all council departments on the value of trees in terms of their economic, environmental, aesthetic and social benefits.
* Develop and implement policies, service changes and service improvement projects as identified through strategic planning.
* Manage the annual tree maintenance and planting programme of works, in relation to duty of care, best practice and relevant legislation.
* Manage the Council’s tree risk management programme in order to reduce hazards and claim numbers/costs, biosecurity controls, and issuing ‘notices’ in relation to ‘dangerous trees adjacent to the highway’ in respect of the Highways Act, and ‘notices’ in relation to the Miscellaneous Provisions Act.
* Coordinate tree planting strategically across the Council, via money related to: Greenspace Investment capital programmes, s106, Capital, Local Implementation Plan, Transport Strategy projects, Highways Engineering annual footway projects and Community Investment Programme projects.
* Be the authorised officer for Oak Processionary Month control, liaise with the Forestry Commission in relation to outbreaks within the borough.
* Liaise with the High Speed 2 (HS2) project in respect of trees losses and replacement trees.
* Set and monitor performance targets for the Tree team & LTOA officer, to achieve a high level of best practice, innovation and strategic direction in tree management for Camden, but also regionally, nationally and internationally.
* Negotiate, prepare and deliver internal Service Level Agreements for the Arboricultural service and deliver additional projects outside the Service Level Agreements as and when required. Undertake regular liaison with Client departments as necessary providing performance and financial reports as required.
* Develop and manage the Council’s tree database ‘Confirm Arboriculture’.
* Liaise with Contact Camden to develop the front line service, organising training by Tree officers for the telephone and processing functions, ensuring scripting for Contact Camden staff is accurate and up to date to deliver a strategic public facing service for Camden’s residence and the wider public in respect of tree related information.
* Ensure the Council’s tree web page is up to date, developing it strategically providing appropriate information to reduce enquiries and bring about efficiencies for Tree officer ways of working. Liaise with Contact Camden on its usage.
* Manage the 24 hour Call out System with regard to the tree service.
* Manage and report on capital and revenue tree budgets including negotiating fees and recharging Client departments and producing financial reports.
* Be responsible for general correspondence, Member enquiries and Freedom of Information responses, ensuring responses are in line with corporate timescales and quality.
* Effectively manage staff resources, in order to ensure a highly motivated team who clearly demonstrate the Camden Behaviours and Way of Working.
* Deputise for the Head of Sustainability & Green Space as and when required.

**Note:** All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

**Relationships;**

* This work requires the ability to communicate at all levels with audiences that have varying degrees of knowledge and understanding of tree planting and tree management issues, in order to maintain stakeholder relationships, effect necessary behaviour change and perception and ensure effective continuation of projects and delivery of key targets.
* Partnership working will be crucial across Camden and external stakeholders, in particular where we look to continue to increase awareness of the economic, environmental, aesthetic and social benefits of trees.
* Responsible for providing advice and challenge on projects that involve Members, Chief Officers, Service Managers and Directors/Board members from external organisations such as local developers and businesses and other institutions.
* The post will line manage 5 Tree officers who carry out work for all Council department, and the Executive officer for the LTOA who operates on a region, national & international basis.
* Members & Members of Parliament
* Transport for London – advising, liaising, coordinating
* Officers within all Council department
* Tree Work Contractor/s
* Suppliers of equipment and trees
* Outside agencies and Statutory Bodies
* Members of the public and local groups
* Police and other emergency services

**Work Environment:**

* The post will line manage six Tree Officers (L3Z2), to be supplemented by additional staff as funding/projects requires
* The post holder is required to work independently and flexibly in a challenging high profile service.
* The post requires frequent ‘lone working’ on site.
* This post requires the post holder to have some form of personal transport to be effective in their duties, (casual car/motorcycle allowance and essential cycle allowances are available).
* Office for this post is usually based in the Town Hall, 5 St Pancras.
* Work will sometimes take place outside of normal office hours in early mornings, evenings and weekends.

**Technical Knowledge and Experience:**

**KNOWLEDGE**

* Significant knowledge of the latest legislation, national and regional policy and best practice in arboriculture and tree maintenance in both green spaces and the streetscape.
* Significant knowledge of tree risk management and its implementation in the urban setting including detecting and managing disease and dealing with tree-related insurance claims.
* Competent in the use and strategic management of IT systems to inform tree management strategic direction.

**QUALIFICATIONS**

Essential:

* A recognised arboricultural qualification such as: Level 6 Arboriculture (Diploma), MSC Arboriculture/Forestry degree (Arboriculture) or Chartered Arboriculturist status.

Desirable:

* Evidence of Professional Development through the industry.

**EXPERIENCE**

* Have a minimum of 5 years within the arboricultural industry with an element of relevant local authority experience.
* Experience in managing complex operational contracts.
* Experience in the effective management and deployment of Tree and project officers.

**SKILLS AND BEHAVIOURS**

* Ability to deliver effective services and work effectively in partnership with other departments, bodies and agencies.
* Ability to communicate effectively, verbally, in person and in writing with staff and customers of all backgrounds and levels of seniority including chief officers, councillors and representative bodies and fora
* Ability to take responsibility for quality of service and provide team leadership, motivating staff and encouraging effective team work
* Ability to work within a team to deliver effective services and work effectively in partnership with other departments, bodies and agencies.
* Strong organisational skills.
* Confident and resilient to deal with unexpected situations using sound judgement and problem solving skills.
* Ability to carry out tree inspections, surveys, diagnosis of faults/diseases and maintenance requirements.
* Physically fit to carry out work in relation to the emergency call out system and respond in a calm and systematic way to urgent or emergency situations.
* Competent in the use of IT systems including email, word processing, spreadsheets and tree database maintenance and data analysis. Proven ability to provide technical/management reports.
* Ability to undertake a range of financial management activities in delivering services within set cash limits.
* Have excellent communication and interpersonal skills.

**Camden Core Behaviours:**

* Adaptability (level 4)
* Customer Service (level 3)
* Driving improvement (level 3)
* Working Together (level 3)

**Camden Additional Behaviours:**

* Leading people (level 3)
* Analysis & Judgement (level 3)
* Strategic perspective (level 3)

**Structure Chart**