

## **Job Profile Information: Assistant Tree Officer**

**This supplementary information for *Assistant Tree Officer* is for guidance and must be used in conjunction with the Job Capsule for Job Level 2 Zone 1**

### **Camden Way Category 2**

**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 assist the running of the tree section by providing efficient and effective support through monitoring arboricultural works, carrying out simple tree inspections and contract administration.

#### **Example outcomes or objectives that this role will deliver:**

- 1) Coordinate the monitoring of the Council's term tree contractor to make sure tree work and planting is carried out as specified, and where necessary issue rectification or default notices in line with the contract.
- 2) To maintain and updating the tree asset maintenance database Confirm Arboriculture and GIS software MapInfo professional.
- 3) Assist the tree manager in answering Freedom of Information requests that may finding and manipulating data from a variety of sources and presenting the information in an appropriate format.
- 4) Monitor, prioritise and assign customer enquiries to maintain the high quality of the service provided to the public.
- 5) A good communicator that can liaise with other departments and stakeholders.
- 6) To conduct simple tree inspections in response to public, internal enquiries or as directed by the tree manager.
- 7) To have a high level of customer service experience and be able to respond to the public within corporate timeframes.

- 8) Arrange payment of the tree contractor and suppliers using the Council's financial system and asset maintenance data base.
- 9) To arrange recharging of tree works to client departments and raise sales invoices for works carried out for external companies.
- 10) Generate reports and answer enquiries we receive from leaseholder services.

**People Management Responsibilities:**

None

**Relationships;**

- Liaise with client departments across all levels.
- Term tree work contractors - operatives and contracts manager
- Suppliers of equipment and trees.
- Members of the public.

**Work Environment:**

It is envisaged the job will involve monitoring works and simple tree inspections, so lone working out on site will be necessary.

When not out monitoring works or conducting simple tree inspections the post holder will be based in the main Council Offices at 5 Pancras Square.

**Technical Knowledge and Experience:**

- You will hold a minimum of a Level 2 qualification in arboriculture, or a related field such as forestry, horticulture or ecology.
- You will be familiar with all tree surgery operations including planting and industry best practice.
- Good tree and pest identification.

- Competent use of Word, Excel and Outlook.
- Experience in manipulating data and presenting it in a variety of formats.
- Have knowledge and/or experience using an asset maintenance data base and GIS software.
- Ability to work on your own initiative with minimum supervision as part of a team.
- Able to adapt to a changing work environment by prioritising and organise workloads within tight deadlines.
- Deal with the section's contractors and suppliers in terms of: invoices and works order status.
- Experience communicating effectively orally and in writing with people at different levels internally and externally.
- Desirable - to have experience monitoring tree work, raising issues of poor performance and arranging for remedial action to be carried out with in set timeframes.

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

**Chart Structure**

