



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

JOB TITLE:	Tree Inspector		
GRADE:	G6	SERVICE AREA:	Clean & Green Services
JOB CODE:	NEI64TREEG6		
REPORTS TO:	Environmental Depot, Pelsall Road	LOCATION:	Operations
SPECIAL CONDITIONS:	<p>37 hours – Monday to Sunday working, required to work in accordance with Local Agreement across clean and green operations. Annualised hour contract with annual leave commitments calculated in hours. Predominantly Monday to Friday operation</p> <p>Flexible working scheme - required to operate flexible work patterns to meet the operational demands of the service including but not limited to – early morning starts, cover for end of day operations, lunch time cover arrangements in accordance with local arrangements dependant on specific area of work within fleet services. Annualised hours working arrangements.</p> <p>Bank Holidays – Contractual, payment will be paid at basic rate (time) + half + time off in lieu</p> <p>Mobility - Casual car user - the post holder must meet the mobility requirements of the post</p>		

1. Main purpose of the job role:

This position requires a strong working knowledge of arboriculture and Urban Forestry. As the Arboricultural Surveyor the duties would primarily include:

- Providing a specialist customer focused arboricultural service
- Surveying, and managing and maintaining the Tree Inventory database
- Advising customers on the management of the Councils tree stock

Duties may also include from time to time the need to assist in non-arboricultural operations, such as landscape advice and providing support to other departments on large scale projects.

2. Role specific duties and accountabilities:

Arboriculture:

The following points describe the main bulk of the job responsibilities;

- To operate and provide services in accordance with the ‘Urban Forestry Strategy’ for the Council.
- The day to day surveying of Walsall’s tree stock which includes tree risk management decisions and prioritisation.

- Assist in the management of all arboricultural operations within the geographical area of Walsall Council and beyond where appropriate.
- Assist in the management, supervision and maintenance of the Tree Risk Management programme for the council's tree stock. Walsall's tree stock as individual trees, groups and woodlands (as in the Urban Forestry Strategy)
- To survey/assess woodlands and assist with preparing management plans and making bids for funding
- To make specific recommendations after appropriate inspection on any and all high amenity trees in accordance with all relevant national standards and local policies.
- Represent the council on arboricultural matters at public meetings, site inspections, consultations, etc.
- To ensure, via routine supervisory management, that all tasks are completed to Client satisfaction and to maintain all relevant arboricultural standards in accordance with the Councils Urban Forest Strategy..
- Assist in the preparation of quotations/tenders/estimates and ensure any such work is carried out profitably.
- To assist in ensuring that urgent tree works requests are dealt with in a prompt and safe manner any such works are appropriately recorded.
- To assist in ensuring that all enquiries are dealt with promptly and within the councils timescales.

Training and Development

- To operate in accordance with corporate performance management and staff development processes such as individual performance management / employee performance appraisals and the Management Competency Frameworks and associated initiatives
- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs

Customer Focus

- To ensure services are responsive, high quality and customer focused and are delivered at an economic rate that represents Best Value.

- To ensure effective liaison and foster good working relationships with all current and potential internal and external service providers/users i.e. contact centre/public/elected members, user groups, voluntary sector, anti-social behavioural unit, emergency services etc.
- To pro-actively work with the 'Tree Wardens' to deliver a customer focused service that meets the needs of local communities
- Maintain customer satisfaction and ensuring enquiries and complaints are dealt with in a polite, timely and effective manner through communication channels such as Customer Relations Management Systems and correspondence management systems, telephone enquiries, letters, e-mails and face to face communication.

Health & Safety

- Informing the policy-makers what resources are needed to meet their teams obligations for health and safety matters, including providing equipment, clothing and training;
- Supporting the policy-makers in promoting our health and safety management system;
- To ensure accidents, incidents and violent incidents (including near misses) are reported, recorded to assist in ensuring effective controls are implemented to minimise or eliminate risk.
- Protective clothing/uniform to be worn at all times to promote a positive image of the Service Area and comply with Health & Safety regulations.
- Take reasonable care for their health and safety and that of other people who may be affected by what they do (or neglect to do) while at work;
- Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety and welfare (for example, protective clothing, first-aid equipment and machinery guards);
- Always follow relevant procedures to avoid health and safety risks, and consult their line manager on any areas of concern. Including operating in accordance with reversing assistant procedures, manual handling, depot safety rules and procedures
- Maintain tools and equipment and vehicles in good condition and report any risk or problem to their line manager (employees must use equipment or materials for their proper purpose only);
- Behave appropriately at all times in the workplace;
- Help fully in the reporting and investigating of any accident, near miss, dangerous event or incident of violence;
- When working outside the direct control of their immediate supervisor, identify (and report to) the person
- To work in accordance with industry related policies and procedures

Administrative Systems:

- To maintain appropriate records including but not limited to :timesheets, leave requests, tachographs job sheets/tickets, customer calling cards, accident reporting and recording, defect reporting and recording, vehicle/machinery maintenance sheets, self certificates, incident reports, electronic recording systems, COSHH sheets, RIDDOR records, risk assessments, work tickets and the Councils tree management records, amongst others.
- To use and maintain data management systems such as Mayrise, Ezytreev or any other adopted systems deployed by the council in the delivery of the service.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Manage your resources and plan for high performance to gain the maximum benefit	I	3
Health and Safety - Understanding of health and safety management systems, health and safety requirements relating to post.	I	3
Communicate with people – the ability to demonstrate good communication skills, manage expectations, build team spirit, support and care for others. Customer care – verbal and written communication skills.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Industry knowledge - Be able to demonstrate experience in the service sector (public or private sector) with theoretical, practical and procedural knowledge across one or more of the following disciplines - arboriculture, tree inspections, Urban Forestry 1. The ability to demonstrate the range of competencies set out within the Job Description	A/I	3

2. The post holder must possess relevant experience in the arboriculture industry.			
3. Practical industry knowledge and experience in environmental services, including experience in Urban Forestry, tree inspections, arboricultural practices			
Achieve outcomes for customers and communities – the ability to demonstrate customer satisfaction, work towards better outcomes, complaints handling, internal and external customers and demands, responsibility towards the wider community and environment.		I	3
Use your initiative, be innovative and drive through change – the ability to demonstrate taking responsibility for own working life, ability to cope with change, resilience, finding creative solutions, do things differently to achieve positive outcomes, prompt and clear decision making with consideration of risks.		I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Full UK driving licence, including Driver CPC (Certificate of Professional Competence)		A	
NVQ level 2 or equivalent in one or more environmental disciplines i.e. grounds maintenance (horticulture), green spaces, arboriculture		A	
Post holder must attain/have IOSH accreditation (Institute of Safety & Health)		A	
Arboriculture – Level 3 Tree Inspection Certificate or equivalent		A	
Prepared by:	Dave Roberts	Date:	Dec 2021