

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Tree Surveyor	Service Manager - Housing Management	Housing Management	Core Operations Team	G

<p><b>Job Purpose:</b></p> <p>Survey, manage and recommend remedial works to trees under Your Housing Group (YHG)'s control.</p> <p>Organise, arrange and monitor Arboriculture works through contractors on behalf of YHG and its residents/customers.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. Provide support to the Landscape Team Manager in the development and delivery of the Estate Management policy and Tree Management procedure.
2. Survey, assess condition and identify arboriculture works required to trees that YHG has responsibility for, ensuring detailed records are maintained.
3. Issue and monitor instructions in relation to arboriculture works to contractors and monitor these contractors.
4. Maintain and update the spatial Tree Stock Inventory on the teams Geographical Information System (GIS) project.
5. Investigate tree related enquires and complaints received from residents and neighbours.
6. Effectively manage Health and Safety through management of risk, identify and report issues/breaches and effectively promote a safe work environment for all.
7. Ensure Financial Standing Orders are followed and demonstrate value for money.
8. Support YHG's approach to capturing and responding to customer feedback by taking the lead in proactively minimising and assisting in resolution of complaints
9. Undertake all responsibility in accordance with YHG Policy and Procedures.
10. Adhere to Safeguarding Policy and procedure and, where appropriate, refer customers at risk to appropriate agencies/Local Authority.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of current Arboriculture and Forestry techniques and practices</li> <li>• Knowledge of Biodiversity issues</li> <li>• Demonstrable ability to immediately identify all common tree species</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Social Housing</li> <li>• Knowledge of bat legislation</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills</li> <li>• Demonstrable problem solving skills</li> <li>• Good organisational skills with ability to maintain recording systems</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of Tree Inventory and GIS applications</li> <li>• Experience of Tree/Site inspections and report writing</li> <li>• Experience in identification of tree pests, diseases and structural defects</li> </ul>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Higher education arboriculture qualification</li> <li>• Lantra 3 day Professional Tree Inspection Certificate</li> <li>• GCSE English and Maths or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Training in Fire Safety/Water Management/Electrical Safety/ Asbestos Management</li> <li>• IOSH Managing Safety or NEBOSH General Certificate</li> <li>• ROSPA Inspection Certification</li> <li>• Fire Marshall Training</li> <li>• P402 Asbestos Surveying</li> <li>• Tree Risk Assessments</li> <li>• Full UK driving licence, with access to a reliable vehicle</li> </ul>

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Compliance/Repairs Hub, Operational Teams, Scheme Managers, Customers, Contractors

#### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
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