

Job Description & Person Specification



Job Title	Deputy Arborist Supervisor
Division/Location	Norwich Norse Environmental, Norwich
Reporting to	Arborist Supervisor
Weekly Hours	37
Grade/Salary	£25,500

Job Description

The Role:

- Deputising for Arborist Supervisor for holidays/absence and where required in addition for the business. Supporting the Management team in the delivery of the full range of tree services to our main partner and various private clients.
- To deliver practical arboricultural operations including tree climbing, dismantling, pruning, stump treatments and equipment maintenance.
- Carrying out and providing written survey reports.
- Supervision of tree teams including ensuring safe working practices at all times and ensuring all necessary paperwork completed within deadlines.
- To maintain the highest standards of operational service delivery for all works. Work must be carried out in accordance with best Arboricultural practices, adhering to BS3998 2010 and as modified by research that is more recent.
- Attendance at meetings when required.
- Significant client facing role, which requires excellent communication skills.
- In addition, where required supporting the Environmental teams.
- Business development, pricing and sales.

Main Responsibilities

- To carry out tree surgery and maintenance operations to specification and schedule, in accordance with Company standards.
- To carry out duties as instructed by Arboricultural Supervisor/ Management Team.
- To liaise closely with the Management team, communicate effectively to ensure accurate interpretation and completion of work orders.
- Demonstrate a flexible approach to the order of work and react where necessary to provide support to any changes to the working schedule.
- Allocate work to teams.
- Set out/ control traffic management and manage safety of public in relation to such operations.
- To maintain high standards of Customer Service at all times.
- To be able to work independently when required.
- To take all steps to ensure that all day-to-day problems are dealt with swiftly and effectively and safely.
- Carry out arboricultural surveys and complete reports for both client/company to a professional standard.
- Carry out accurate estimates of works

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Approved by HR Director:		Date:	

- Liaise with main client and private clients
- To carry out all duties in a safe manner to avoid harm or injury to themselves, any other person or property.
- Carry out and record all H&S monitoring, and promote a positive H&S culture.
- To carry out duties in accordance with the Company's risk assessments, safe systems of work etc. (particularly when working in an urban environment) relevant industry health and safety guidance and legal compliance.
- To adhere to all Company policies.
- Have an understanding of environmental legislation for example SSSI, WACA, Ecology- wildlife etc.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We will focus on the delivery of high standards in all that we do.

Innovation – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

Respect – We will aim to listen and fully understand what is required of us by the people, organisations and communities with which we work.

Trust – We will be transparent, accountable and take ownership of our responsibilities.

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Person Specification

Category	Requirement	Essential or Desirable	Assessment Method <small>Application Form (AF) Interview (I) Test(T)</small>
Qualifications/ Knowledge/ Training	Level 2, 0020-3, 0020-4	Essential	AF/I
	Level 3 - 0021-06 / 0021-07 0021- 08 (or relevant CS Units)	Essential	AF/I
	Brushwood Chipper Certification (NPTC or LANTRA)	Essential	AF/I
	Due to the travel requirements of the role a Full UK driving licence is essential.	Essential	AF/I
	Knowledge of all relevant Health & Safety procedures, experience of risk assessment and safe systems of work.	Essential	AF/I
	Knowledge of the Wildlife & Countryside Act 1981 and associated requirements.	Essential	AF/I
	Tech Cert Arbor A qualification	Desirable	AF/I
	Level 3 - 0021-09 / 0021-11 (or relevant CS Units)	Desirable	AF/I
	Be willing to undertake training and successfully complete C1+ E entitlement within 6 months from the date of appointment.	Desirable	AF/I
	Current First Aid Certificate	Desirable	AF/I
Lantra/NPTC Stump grinding	Desirable	AF/I	
NPTC Certification PA1 and PA6 or be willing to undertake training and successfully achieve entitlement	Desirable	AF/I	
Experience	Demonstrable experience in the safe operation of a broad range of arboricultural tasks including work on the highway.	Essential	AF/I
	Able to work at heights, and deal with physically difficult site conditions whilst carrying out the required duties/tasks.	Essential	AF/I
	The ability to identify trees and diagnose injury, disease, decay and structural defects	Essential	AF/I

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	Ability to Tow and LGV trained.	Desirable	AF/I
	At least 3 years' experience in Supervising and managing Teams of arborists.	Essential	AF/I
	Ability to work under pressure supporting the Management team in performance, financial planning and meeting defined targets and deadlines	Essential	AF/I
	Experience in surveying and report writing and accurate pricing of a wide range of tree works.	Essential	AF/I
	Demonstrate experience of front facing contact with wide range of clients and members of the public.	Essential	AF/I
	Any approved update training CPD	Desirable	AF/I
Skills/Abilities	Previous experience in a similar role.	Desirable	AF/I
Other Requirements	Ability to work evenings, weekends and public holidays as required together with occasional callout/standby duties.	Essential	AF/I
	Able to demonstrate a high degree of respect to both work colleagues and the customer and reflect the company values.	Essential	AF/I

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

Employee Name:

Date:

Employee Signature:

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Approved by HR Director: Date: