

Community Services

Job Title	Tree Team Supervisor (Job no: 00932)
Service Area	Leisure, Parks and Communities
Salary	£27,070 - with possible progression to £29,501 per annum
Grade	6
Contract	Permanent
Hours	37 annualised hours
Location	Oxford

The candidate's key responsibilities will be the daily supervision, monitoring and motivation of the Arborist Team. The other key duty will be to support and contribute to the technical knowledge of the Parks Team.

You will have significant experience of working within the tree industry and of leading teams on tree works, holding the requisite NPTC Certificates and a clean driving licence, preferably a full pre 1997 or subsequent trailer test award licence.

Requiring genuine commitment, this position offers an exciting challenge and a chance for a highly motivated team player to advance their career within a stable working environment in a successful and growing company.

Please refer to the Job Description for the full list of essential and desirable criteria.

Oxford is known throughout the world for its long history of academic excellence, its architectural and cultural heritage, as well as its innovative, contemporary achievements in scholarship, literature, manufacturing, publishing, medicine and science. Oxford City Council employs over 1,200 people who are helping achieve the Council's goal of building a world class city for everyone. Our people support the City's communities with services to promote Oxford's reputation and maintain its growth as a world class city. Oxford City Council provides a friendly yet hardworking environment for employees to develop and good career opportunities for individuals to grow.

Benefits include:

- Local Government pension scheme
- Up to 32 days annual leave (after 5 years' service)
- Flex time (where appropriate)
- A childcare voucher scheme
- Subsidised leisure membership
- Employer benefits scheme

For an informal discussion about the post please contact Ian Haynes, on 01865 252082 or email ihaynes@oxford.gov.uk

Closing Date: **21st April 2014**

LATE APPLICATIONS WILL NOT BE ACCEPTED

Interview Date: **6th May 2014**

Disabled Applicants who meet the essential criteria on the Person Specification will be invited to interview. We want our workforce to reflect the diversity of the community we serve so we welcome applicants from all communities. We particularly encourage applications from suitably qualified black and minority ethnic candidates because people from these backgrounds are currently under represented in our workforce.

Oxford City Council is not currently licensed as a sponsor and cannot employ migrant workers outside the European Economic Area and Switzerland under the Point Based System rules, issued by the UK Border Agency.

For full details of the above post, and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website please call 01865 252848

PLEASE NOTE CV's WILL NOT BE ACCEPTED



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JOB DESCRIPTION

JOB INFORMATION			
JOB TITLE	Tree Team Supervisor	POST NUMBER	00932
SERVICE AREA	Leisure, Parks and Communities	LOCATION	Cuttleslowe and around the City
GRADE	6	GRADE RANGE	£27,070 - £29,501
HOURS	37 Annualised Hours	TYPE	Permanent
ACCOUNTABILITIES			
RESPONSIBLE TO	Parks Operational Manager	NO. OF EMPLOYEES	8
BUDGET (£)	N/A	ASSETS	N/A
JOB PURPOSE			
<ul style="list-style-type: none"> To supervise the Tree Team, identifying and organising the work to be carried out by the Service, with the aim of ensuring the city's parks, sports facilities and open spaces provide safe, well-maintained and pleasant environments for the public. To act as the main point of contact for the users of parks, and to encourage the greater use of the city's open spaces for all and to promote healthy lifestyle. To work with community groups, friends of parks groups, sports teams and the public to encourage the use of the city's open spaces and sports facilities and promote healthy lifestyles. 			
Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria.			

CRITERIA	Essential/ Desirable requirement		Method of testing AF = Application form I = Interview, T = Test		
			AF	I	T
Qualifications & Experience The candidate will ideally hold some if not all of the following qualifications: National Certificate or Diploma in Arboriculture NQF Level 3 Technician's Certificate in Arboriculture QCF Level 4 Qualification in Arboriculture	E	D	X		
Supervisory / Management Experience including managing performance i.e. target setting, appraisal meetings, regular 121 meetings		X	X	X	
Full clean driving licence to drive Council vehicles C1+E	X		X		
Able to demonstrate experience of performance management including staff, work programmes/projects, quality systems of work	X			X	
Excellent interpersonal and communication skills in order to lead your team and deal with internal and external customers	X			X	

Able to have a commercial approach to ensure the long term sustainability of the service and look to develop new and innovative income generation opportunities	X		X		
Experience of Undertaking a full range of tree work including pruning, felling, shaping etc, using full safety and climbing equipment.	X		X		X
Experience of creating and delivery work schedules, pricing, co-ordinating and implementing projects	X		X	X	
Experience of liaising with customers, dealing with their queries and providing a great customer service	X			X	
Technical Knowledge/Skills					
To have a thorough knowledge of BS3998 to ensure work is delivered to this standard following our safe systems of work	X		X	X	
Health and safety- a qual or tech knowledge Knowledge/Qualification to ensure that Health & Safety regulations are followed at all times.		X	X	X	
Values & Behaviours					
Take personal responsibility for our actions; Taking responsibility for others and actively working to create a positive team spirit and strong moral where employees feel valued, supported and listened to and where negativity is challenged.	X		X		
Put communities' and customers' needs first; Making sure the 'communities' and customers' first' ethos is driven forward and that people in your team make sure that the expectations of customers and/or communities are excellently managed.	X		X		
Embrace innovation; By recognising that innovation drives change and by engaging with and listening to your team you create an environment that encourages and supports new ideas, innovation and problem solving.	X		X		
Value diversity; Driving forward the equality agenda and working to create a representative and inclusive organisation which truly values difference and provides the right service, to the right people in the right way.	X		X		

MAIN DUTIES AND RESPONSIBILITIES

To manage and deliver the Tree Team Service.

This includes daily responsibility for

- People, including ensuring high performance and continuous learning, driving delivery of outcomes, giving regular feedback and providing coaching / mentoring to bring out the best in individuals
- Performance, finance & risk at section level (including ensuring compliance with the Constitution & Standing Orders and ensuring value for money)
- Communication
- Change
- Innovation
- Customer service
- Working with partners

To contribute towards the service area's delivery of the Corporate and service plans using appropriate organisational tools, policies and procedures, including:

- Service planning, production of the plan and monitoring performance against it
- Service performance, finance & risk management and reporting
- Complaints, compliments & comments
- Learning & development, workforce and project plans
- Standard operating procedures
- Freedom of information and data protection
- Customer feedback
- Quality assurance
- Health & safety
- Apprenticeship / graduate / work experience programmes
- Business process improvement

To drive continuous service improvement, challenging existing practice and actively seeking ways of achieving greater outcomes and leaner delivery (GOLD). This includes challenging traditional thinking and pursuing innovation

To contribute to projects

To contribute to corporate programme boards as required

To be accountable to an Operational Manager, developing and supporting employees within the service and ensuring objectives and targets are delivered

Specific Duties and Responsibilities:

- Oversee the smooth running of the tree service ensuring that work is undertaken in a timely, cost effective and efficient way, in accordance with the business demands of Oxford City Council.
- To ensure all work teams adherence to the companies' Arboricultural operating procedures and standards; including the successful achievement of the Arboricultural Association Approved Contractor Accreditation.
- To create work schedules and ensure delivery against these
- To report completed works to the relevant client on a daily/weekly basis
- To identify early warnings and cascade them through Oxford City Council's procedure.
- Build affective customer relationships with peers and stakeholders.
- Ensure all vehicles and work equipment in a safe working condition in accordance with the company's Health and Safety and Welfare Policy, and Operational Systems Manual.
- Ensure your Team monitor and record the conditions of all vehicles and work equipment and ensure all damage, wear or neglect is repaired and recorded.
- To record and achieve Monthly agreed Key Performance Indicators.
- To attend all client liaison meetings and provide an excellent customer service
- To effectively plan activities derived from the contract specification
- To actively monitor and survey the condition of trees within the contract
- To interact positively with other stake holders including councillors, partners etc
- Proactively sell the business and feed new work opportunities back to the Business Development Manager
- To be in regular weekly/monthly contact with council officers and customers to ensure customer satisfaction maintaining Oxford City Council reputation.
- To price small tenders and support the Business Development team through site visits and offering technical support in pricing and submissions for method statements of large tenders

GENERIC RESPONSIBILITIES

- To provide the service in accordance with the Council's Vision, Corporate Plan and Service Transformation Plans

- To demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers
- To participate in the adoption and promotion of the Council equalities and carbon management initiative
- To work in a flexible manner and to be willing to undertake other duties as reasonably requested including outside of office hours
- Oxford City Council is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work

Candidate Screening	Rehabilitation of Offenders Act 1974	Criminal Record Checks:
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	Not Exempt	Not required
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Politically Sensitive Post	No
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This job description is written at a specific time and is subject to change as the demands of the business and the role develops. The role requires flexibility and adaptability and the employees of the Council need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.