

OPERATIONS MANAGER - ARBORICULTURE



Role Profile

Title	Operations Manager - Arboriculture	
Grade	GRADE H	
Reference:	N954	
Reports to:	Head of Service (Street Scene & Waste, Business Development)	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Manager	
Primary purpose of role	<p>To promote, manage and enhance Plymouth City Council's tree estate in a manner that delivers maximum benefits for people and nature.</p> <p>This role is responsible for the operational management of the tree estate, delivering a quality service to residents and ensuring that the PCC tree estate plays a significant role in responding to the climate emergency and enabling the sustainable growth of the City.</p> <p>The role will include managing and monitoring all work undertaken by front line teams to ensure that activities are customer driven and solution orientated, and ensuring that the Council's operational activities are carried out in accordance with environmental legislation, British Standards and Codes of Practice and Health and Safety Guidelines.</p>	
Key accountabilities and key measures	Role Outcomes	
	Role Outcome	Role Measure
	<ul style="list-style-type: none"> Management of the PCC arboricultural teams and arboricultural contractors working across all geographical areas the Authority has responsibility for, to ensure quality services to the environment and residents of Plymouth in line with service standards. (25%) To give works instructions and supervise the arboricultural team and ensure that they are appropriately performance managed and that the quality of workmanship is in accordance with the specification. To keep adequate records required for all works operations. To develop and agree programmes of work with the Head of Service (25%) 	<ul style="list-style-type: none"> Tree Estate is in a better condition in line with the Plan for Trees and responding to Plymouth's growth agenda and the climate emergency. Statutory and legislative compliance. Effective staff management in accordance with corporate policies and procedures. Resourcing spend is within set allocated budget. Service standards and targets are maintained. Accurate budget forecasting including budget pressures identified with mitigation enacted. Effective management of health and safety issues/incidents. Customer satisfaction levels are increased. Complaints kept to a minimum.

	<ul style="list-style-type: none"> ▪ Liaise with internal and external stakeholders to ensure the service is supported and mutual objectives are achieved (10%) ▪ To undertake and record risk assessments and ensure work is planned using a robust evidence based approach. (10%) ▪ Day-to-day financial management of the service area to ensure that targets are met. (10%) ▪ Responsible for all health and safety matters regarding the workplace and employees in line with relevant regulations and PCC procedures including, ensuring maintenance and provision of all tools and associated equipment used in arboricultural operations to include climbing and rigging equipment, ropes and ladders, fleet and PPE (10%) ▪ Responsible for the management of complaints and feedback for the service. (10%) 	
Key activities	<ul style="list-style-type: none"> ▪ Responsibility for a team of staff undertaking regular 1:1's, performance discussions and all appropriate people management activities. Managing external arboricultural contractors working on the PCC estate. Ensuring the most effective use of resources, initiating corrective action to address issues accordingly and ensuring that information of work activity is recorded on digital asset management system. (35%) ▪ Lead collaborative working with the Portfolio Holder and Ward Councillors addressing any tree specific changes and issues. (10%) ▪ Lead in the development of the Tree Management Delivery Plan and associated performance targets and develop and implement operational team plans to ensure key milestones are achieved. (10%) ▪ Monitor and review health and safety protocols and procedures to ensure the maintenance of high quality and safe arboricultural service. Monitor and review any H&S incidents and training records and requirements. Updating risk assessments and codes of practice accordingly. (10%) ▪ Monitor and review the PCC tree estate and management practices to ensure it aligns with the Plan for Tree requirements and is fully contributing to the Climate Emergency response and the City's growth agenda. (10%) ▪ Attend regular one-to-one sessions with line manager and management team meetings. (5%) ▪ Monitor and control budget and expenditure against set budget of £400k and maximise opportunities to drive on-going efficiencies and income generating opportunities. (5%) ▪ Liaise with Fleet and Garage service to ensure sufficient allocation and appropriate type of vehicles for the management of the tree estate, and that maintenance and repairs of vehicles and equipment support service delivery requirements. (5%) 	

	<ul style="list-style-type: none"> ▪ Monitor compliance with legislation and strategy to ensure it is interpreted correctly and developed into workable policies and to ensure that the Council can deliver its responsibilities and is ready to deal with the changes, financially and operationally, when they occur. (5%) ▪ The post will deputise for the Head of Service in his/her absence when required. (5%) ▪ Undertake other duties appropriate to the grade of the post
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Educated to degree level in relevant field or significant demonstrable practical experience working as an operational management capacity in arboriculture sector. ▪ Knowledge of tree management regulations and licensing issues ▪ Knowledge of Health and Safety issues within an operational workforce ▪ Knowledge of working with budgets, financial planning and income generation ▪ Knowledge and understanding of all related equipment used in tree management operations ▪ Full driving licence
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Management qualification or working towards it ▪ IOSH qualification
Essential experience	<ul style="list-style-type: none"> ▪ Experience of managing a large tree estate. ▪ Experience of managing an arboricultural team and contractors. ▪ Experience of interpreting and apply relevant legislation, codes of practice and procedures relating to the management of trees. ▪ Significant practical experience working as a tree surgery specialist and hold appropriate qualifications to demonstrate skills. ▪ Experience of managing the Health and Safety requirements associated with arboricultural works. ▪ Experience of working with senior management team. ▪ Competent User of IT systems including digital asset management systems.
Desirable experience	<ul style="list-style-type: none"> ▪
Essential skills	<ul style="list-style-type: none"> ▪ Well-developed communication skills required for internal and external communications and ensuring complaints are resolved within time target and ensuring customer satisfaction. ▪ Skills to ensure allocation of support and operational staff resources to ensure effective service delivery. ▪ Well-developed motivational and leadership skills to manage a large operational team, with the ability to lead and motivate teams. ▪ High level of people management skills required to influence, persuade and motivate people to negotiate works and timescales, costings, planned delivery of work involved with trade union negotiations and HR matters encountered when running a large team. ▪ Financial and commercial awareness with strong analytical skills and creative approach to problem solving. ▪ Planning skills for day to day service delivery issues covering a large workforce.
Corporate standards	
<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. 	

- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation