

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	7RT	<b>Role Title</b>	Arboricultural Support Technician
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	Highways Arboricultural Team Manager
		<b>Directorate/School</b>	Environment, Transportation & Infrastructure
<b>JE Band</b>	228-268	<b>Service / Department</b>	Highways & Transport
		<b>Date Role Profile was created</b>	Jun-23

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This is an important customer focused role supporting the Arboricultural team to manage trees on and adjacent to the highway network across Surrey. Reporting to the Highway Arboricultural Team Manager, the postholder will support the team in delivering the tree inspection and maintenance programme. They will also help the team to deliver its tree planting programme.</p> <p>They will be expected to develop excellent relationships with colleagues, contractors and other stakeholders, including elected Members. The postholder will always be expected to uphold excellent customer care standards, have a positive and proactive approach, taking pride in their work.</p> <p>The role will be predominantly office based, but there will be the need for some site visits and travel to other offices.</p>
<b>Work Context</b>	<p>The Highways &amp; Transport service is responsible for ensuring the effective management, maintenance and improvement of all highway and transport assets. The highway is the most valuable asset managed by Surrey County Council with a replacement value of approximately £7.5bn and is critical to the economic growth of the County. It is regarded by Members and residents as one of the most important services provided by the Council. As such, the service manages significant financial, health and safety, and reputational risks. The service operates in an environment with significant political engagement, and has daily contact with MPs, Cabinet members, backbench Members and committees.</p> <p>The Council is responsible for over two million trees on the highway network, providing strategic green infrastructure across Surrey. This important resource provides vital ecosystem services helping to tackle climate change whilst providing support for wildlife. While arboricultural experience is not required, the postholder should be engaged with the natural environment and will have the ability to understand technical issues. They will be supported in developing a sound understanding of how to commission many works in the arboricultural field and will be required to take a pro-active and flexible approach, seeking to find practical solutions.</p> <p>There is a real interest from residents and elected Members in the work the team do, and the postholder will need to ensure all stakeholders are updated or consulted. They will work with various contractors to ensure value for money and a quality service for our residents and for the natural environment. They will be expected to communicate with customers and deal with their enquires. In doing so, they will promote the work of Highways &amp; Transport and enhance the public appreciation of the statutory framework, financial constraints, and the engineering and environmental standards within which it operates.</p> <p>The post holder will work closely with teams across the council, including the greener futures initiative, to ensure a coordinated service delivered according to policy and procedures.</p> <p>The work is predominantly office based (we operate an agile working environment) but there will be the need to travel. Support and training will be provided.</p>
<b>Line management responsibility</b> if applicable	No line management responsibilities.
<b>Budget responsibility</b> if applicable	Outputs will affect the Directorate's ability to ensure value for money and achieve efficiencies

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Policy and Compliance</p> <ul style="list-style-type: none"> <li>Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.</li> </ul> <p>People &amp; partnerships</p> <ul style="list-style-type: none"> <li>Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> <li>Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> <li>Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>May assist in the management of a small budget or recovery of income.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Collate data, prepare reports/statistics to meet statutory/management information requirements.</li> <li>Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> <li>Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF).</li> <li>Knowledge of relevant technical area including, where appropriate, relevant practical skills.</li> <li>For some roles a relevant degree may be required.</li> <li>Good IT skills, including MS Office and database management systems.</li> <li>Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people.</li> <li>Ability to prepare and present reports in a logical and digestible format.</li> <li>High level administrative, analytical and organisational skills.</li> <li>Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>A methodical approach to information gathering, recording and reporting.</li> <li>Typically previous work experience in a relevant environment.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Good standard of Secondary Education</p> <p>Ideally a keen interest in trees but detailed knowledge is not required.</p> <p>Excellent IT skills with an understanding of standard office software and willingness to learn bespoke packages</p> <p>Excellent communication skills and a methodical approach to detail</p> <p>Ability and willingness to undertake County Council internal training scheme.</p> <p>Evidence of continuous personal and professional development.</p> <p>Full valid driving license.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.</p>
<p><b>Reference Number</b></p>	<p>BM-2023-286</p>