

London Borough of Lambeth

JOB DESCRIPTION

Job Title:	Tree Service Administrator
Grade:	SO2
Department:	Resident Services
Division:	Environment & Streetscene
Business Unit:	Parks and Open Spaces
Responsible to:	Senior Arboricultural Officer
Responsible for:	N/A

Main purpose of post

To provide a high level of technical, financial and administrative support for the Lambeth Tree Service, managing, organising and maintaining relevant systems and keeping appropriate records to enable the service and wider corporate organisation to meet its statutory duties and policy goals.

Key Unit Accountabilities

1. Assist in the analysis of service requirements and the development, review and monitoring of performance indicators by which the quality, efficiency and cost effectiveness of the work of the Service and Team is demonstrated.
2. Update, produce and maintain computer systems and files including the Councils tree management and other databases as appropriate in relation to the work of the service, including raising works orders, tracking, monitoring, updating, inputting and processing service tasks as appropriate.
3. Assist in maintaining, updating and processing of Financial Management Systems (primarily Oracle) including raising purchase orders, receipting and processing invoices, creating suppliers, cost centre accounting systems, maintaining income and expenditure records, job costing/time sheet management system, recording and filing systems and the production of financial reports. Work closely with the section accountant to ensure all financial systems are managed accurately and kept up-to-date. Co-ordinate end of year closedown procedures.
4. Provide project support and input to the service including tree planting, community engagement, partnerships and tree related initiatives to deliver better outcomes for our residents and customers.
5. Assist in the delivery of high quality arboricultural services to residents, customers and stakeholders as and when required by management.
6. Monitor, manage and analyse in detail key areas of income and expenditure such as utilities, repairs and maintenance expenditure and rental income.
7. Maintain a good working relationship with key suppliers, obtain quotes, ensure payments are processed within council timescales; assist with reconciliation, invoice queries, payment problems and contract reviews. Benchmark costs of supply items.

8. Assist in the maintenance of the register for site plans, arrange to obtain prints of site and utility plans when requested.
9. Assist with correspondence and the production and distribution of promotional materials and publicity, in liaison with colleagues from other teams such as corporate communications and the press office.
10. Assist in the maintenance of a Reference Section and to control and update documents such as Standing Orders, Codes of Practice, departmental standards, Technical Advice Standards and Advice Notes, Contract Registers, check lists, Quality Assurance Manuals, risk assessments and procedures and other material as directed.
11. Ensure that stock levels of equipment, stationery, publications, operational supplies, uniform, plant and other equipment are adequately maintained. This includes taking responsibility for the preparation and maintenance of equipment inventories and stocktaking.
12. Assist colleagues in the Tree Service and wider Parks team to systematically manage and respond both verbally and in writing to enquiries, complaints, insurance claims and FoI requests within the required timescales and in a proactive manner.
13. Comply with the operating procedural requirements defined within the services Quality Assurance system; maintaining, reviewing, developing and improving procedures, and monitoring performance output against indicators.
14. Use a range of IT systems to ensure that best use is made of the technology available, including word processing packages, advanced spreadsheet packages, presentation packages, tracking software and databases. Provide reports as required.
15. Maintain paper or computer-based routing and scheduling systems.
16. Manage overtime and weekend shift payments for staff and maintain annual leave records and record sickness and absenteeism.
17. Assist in the maintenance of all service and corporate health and safety documentation including processes, procedures, codes of practice and other essential service material.
18. Submit accident and incident reports and keep the Risk Register updated.
19. Maintain accurate vehicle and plant documentation, records of servicing and vehicle histories where required and manage arrangements for scheduling vehicle and plant servicing and maintenance.
20. Monitor contracts and operational requirements to ensure that the works depot is maintained in a safe and clean manner and arrange rectification of problems as necessary.
21. Use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
22. Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary, cross-department and cross-organisational groups and task teams. Occasional evening and weekend working will be required. Undertake other duties commensurate to the grade of the post.
23. Take responsibility, relevant to the post, for ensuring that Council statutes, policies and procedures and government legislation are upheld. This includes, amongst others: Management Compliance

Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety and Financial Regulations.

24. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
25. The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.
26. Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

Person Specification

Tree Service Administrator (SO2)

<p>Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing Criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge and Skills	K1	Knowledge and demonstrable interest in trees or green infrastructure and current associated issues.	A✓
	K2	Professional, office or administrative experience in a complex organisation	A✓
	K3	High level of demonstrable IT literacy	
	K4	Proven ability to communicate effectively (both written and orally) and to present information and advice clearly and concisely with minimal supervision and with a proactive approach.	
	K5	The ability to research and collate information, both technical and financial, for use in committee and other reports	
	K6	Ability to update and maintain management and administrative systems, including IT systems and performance review systems, necessary for the delivery of cost effective, high quality services	
	K7	Ability to prioritise and work effectively, under pressure and within tight schedules	
	K8	An ability to work constructively across professional boundaries and sectors	
	K9	The ability to represent senior officers and colleagues at meetings with other Council officers, contractors and potential contractors	
Relevant Experience	E1	Well proven experience in the use of computer systems including MS office and spreadsheet manipulation to an advanced level of use.	A✓
	E2	Experience of working with and managing financial and organisational systems	A✓
	E3	Experience of successfully working collaboratively with a wide range of stakeholders	

<p>Key Behaviours</p>	<p>B1</p>	<p>Focuses on People</p> <ul style="list-style-type: none"> • Ensuring anyone who contacts me receives the best response even if it is not a query for Bereavement Services • To understand the different needs for funerals in and outside of the council. • Showing empathy to assist people inside and outside of the council • Ensuring I treat people equally and take time to listen to their needs • Being open, flexible and available • Respecting team goals and supporting new members • Providing support, advice and guidance. 	
	<p>B2</p>	<p>Takes Ownership</p> <ul style="list-style-type: none"> • Takes ownership of my task, breaking it down, engaging with persons involved and reflecting if there is a more efficient way of achieving it • Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative • Working with teams and service areas to achieve positive outcomes and develop personal capabilities • Take time to engage with residents regarding public health funerals, taking care to respect data confidentiality • Actively engaging in 121s, team meetings and the appraisal process. • Ensuring you keep abreast of changes in the service or statutory cremation developments across the UK • Ensuring you have the right knowledge to undertake different tasks within Bereavement Services and taking opportunities to learn new skills and procedures. 	<p>A✓</p>
	<p>B3</p>	<p>Works Collaboratively</p> <ul style="list-style-type: none"> • Finding out what other colleagues do and working closely with them • Networking with other teams to seek out mutually beneficial ways of working • Being a good team player and stepping in to assist manager or colleagues during absences • Sharing information, best practice and ideas with relevant networks and groups • Being approachable, listening and building constructive honest relationships • Regularly sharing success stories that lead to good outcomes 	

		<ul style="list-style-type: none"> Ensuring that cemeteries, crematoria and Public Health partners are all treated with respect and awareness that may need all of our services. 	
	B4	<p>Communicates Effectively</p> <ul style="list-style-type: none"> Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well Targeting the message to the audience, ensuring that everyone can access the information Listening for information from my manager and the council that can impact on my work. Sharing and passing vital and new information and reflecting back understanding Escalating issues and opportunities straight away, ensuring risks are managed Manage expectations for bereaved people, avoiding jargon or vague terms in explanations Review all communication that goes out from the team, in line with service sensitivities. 	A✓
	B5	<p>Focuses on Results</p> <ul style="list-style-type: none"> Getting my work done to the best of my ability with the resources and finances we have Thinking in relation to the 'Borough Plan', working well with colleagues to get good results Making sure I understand my objectives and what I need to do Working with my manager to develop skills and knowledge Keeping my manager informed of progress Looking for opportunities to move forward Alerting my manager when I need support. 	A✓