



**Manchester City Council
Role Profile
Neighbourhood Officer Level 1 Tree Inspector - Grade 6
Neighbourhoods Directorate Reports to: Team Lead**

Key Role Descriptors:

The role holder will carry out tree inspections, planning application reports, service requests and tree surveys as well as several other tree and biodiversity related projects, issues and advice, act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive, and planned and statutory front-line services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, client-driven, flexible, and timely support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

The role holder will collaborate with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

The role holder will contribute to the delivery of a high-quality service through the provision of detailed technical knowledge in relation to Arboriculture enforcement of standards and regulation of activity

The role holder will be responsible for the provision of quality advice relating to Arboriculture maintenance, compliance, and regulatory process.

Key Role Accountabilities:

Oversee the planning and programming of the work within the team, contributing to the development of programmes of work and activities which represent the needs of the local community, visitors, and businesses in Manchester.

Deliver service level agreements, communicating effectively in relation to requests for service within designated timescales and maintaining accurate records.

Apply a range of knowledge, technical expertise, and skills, to safeguard residents, visitors and businesses and achieve neighbourhoods of choice.

Work closely with key stakeholders to develop effective partnerships and greater coordinated working with other agencies ensuring effective community and member engagement.

Officers will undertake their role with an understanding and appreciation of how they and the work they do impacts upon the city council's corporate aims, objectives, and desire to improve Manchester as a City.

Be initiative-taking in identifying and supporting the implementation of change, modernisation, and improvements in support of organisational and Neighbourhood Services strategies.

Support the delivery of Manchester City Council statutory enforcement obligations. Consulting effectively with other City Council departments and relevant bodies.

Deal effectively with requests within designated timescales maintain accurate records of all relevant investigations, inspections, and meetings.

Provide technical advice relating to the interpretation and enforcement of relevant guidelines to all relevant stakeholders, assisting in the review and translation of statutory guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication.

Ensure that complex information is interpreted to a high standard and solutions communicated to relevant parties in a timely manner.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder has a disability, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to perform all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be a consideration.



Role Portfolio:

The Neighbourhoods Service

The Neighbourhood's Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe, and green neighbourhoods where people choose to live, with access to employment opportunities and a high-quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

Creating jobs & growth

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses through new and enhanced **infrastructure**

Places where people want to live

Create places that are **clean, green, safe,** and **inclusive** with quality housing of different tenures

Good social, economic, cultural, and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

Increase recycling rates and reduce carbon emissions

Access to jobs for Manchester people

Maximise opportunities created by the **GM Devolution** agreement and city's capital programmes

Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models

Role Portfolio: Grounds Maintenance

The services within the scope of Grounds Maintenance, include Volume Grounds and Grounds Technical, including the management and maintenance of the City's green infrastructure. The Grounds Service will explore and develop new delivery with partners.

Most of the service resources are organised into Volume Grounds and Grounds Technical Teams. These teams are located at Grimshaw Lane, Longley Lane and Hooper Street depots, with satellite teams located in parks.

Neighbourhood Operative Level 4 (Arborists) – Key Behaviours, Skills and Technical Requirements

Generic Behaviours: General

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high-quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

Communication Skills

Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

Ability to communicate clearly and effectively taking account of individual need including accessibility issues.

Analytical Skills

Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

Planning and Organising

Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.

Problem Solving and Decision Making

Ability to analyse situation, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

Creative Skills

Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.



ICT Skills

Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels

Research and Intelligence

Demonstrate the ability to analyse, organise and present research materials in an appropriate format

Financial Management

Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with monitoring and reviewing of financial resources.

Technical requirements (Role Specific) Applicants must have at least three of the qualification's listed below or comparable Arboriculturally based qualification's

LEVEL 3 (TECHNICIANS CERTIFICATE)
LEVEL 4 QUALIFICATION IN ARBORICULTURE
ARBORICULTURE INTERMEDIATE TREE INSPECTION AWARD
ARBORICULTURAL ASSOCIATION RISK ASSESSMENT
CS50 TECHNIQUES FOR DEALING WITH DAMAGED TREES
039-36 EMERGENCY PLANNING
C30/31 MAINTAIN CHAINSAW & FELL SMALL TREE

Applicants must hold a Full and current UK Driving Licence