

Yorkshire Housing Role Profile

Job title:	Tree Team Leader	Leader of others:	Yes
Reports to:	Estates and Environmental Services Manager	Contract type:	Mobile
Business area:	Places and Customer Engagement	Car allowance:	No
Budget holder:	No	DBS required:	No

Job purpose

Lead and manage the effective delivery and operational performance of the tree team. Providing supervision, direction, advice, support and guidance on all aspects of tree service activities. To coach, develop and motivate colleagues to provide excellent services to YH customers.

Making sure all work undertaken is compliant with all statutory regulations and safe methods of working; including internal risk assessments, compliance controls including LOLER, HAVS and internal H&S processes and procedures are delivered stringently.

The role involves supporting our internal teams with ad-hoc quotes for a range of one-off works, customer escalations including rectification works and scheme improvements. The post holder will make sure organisational priorities are responded to in a timely manner and through the use of cost-effective solutions to maximise value for money for YH customers.

You will 'live and breath' our values and you will be a key contact for both the business and our customers. This role is key in Yorkshire Housing's front line delivery service and responsible for making sure the team deliver not only an efficient service but also deliver high levels of customer satisfaction.

Key responsibilities

Leadership

- To lead and manage the tree operatives, giving clear direction on day-to-day workloads and service priorities, being a role model of standards of behaviour and delivery at all times.
- Directly responsible for the leadership, management and service delivery of tree operatives across Yorkshire. Making sure all are fully trained, competent, and safe so that operations are carried out consistently to the highest standards and according to specification, required timescales and with due regard to health and safety and all other relevant legislation and standards as well as performance, cost, safety, quality of work and customer satisfaction.
- Nurture and encourage tree operatives to develop skills and behaviours that support YH values and behaviours. Encourage open conversations and feedback through regular team meeting/ toolbox talks and 1-2-1 process ensuring every operative is treated equally and has every opportunity to air their views.
- A subject matter expert who selects and advises the team on the most appropriate methods of work, correct equipment (including uniform) and arboricultural techniques to interpret individual works scenarios and risk assessments.
- To represent the Environmental Services department and liaise with customer community groups, housing management staff and any other stakeholders. To prepare specifications and consult on project delivery as required. To prepare and deliver performance reports to management team for analysis as required.

- Leading on end-to-end customer escalations including social media escalations, MP enquiries, councillors and Highways in line with the association's procedures.

Operational Responsibilities

- Provide an efficient and effective arboricultural service covering Yorkshire Housing's property stock, in accordance with predetermined schedules, ensuring full compliance with all risk assessments and health & safety requirements. Taking pride in your work and that of the team to make sure delivery of the service to customers is excellent.
- As Tree Team Lead, the position requires expert arboricultural knowledge, climbing and tree surgery ability and experience, with responsibility for carrying out aerial operations whilst ensuring that all aspects of arboricultural maintenance specifications and work objectives are met across the service.
- Monitoring and providing an ongoing Tree Works programme including Tree inspections. Overseeing adherence to specification, quality control and performance monitoring is essential to ensure a high-quality service is maintained at all times.
- To be experienced in Arboriculture activities such as inspection identification and qualified in tree works such as reducing, lifting, felling, dismantling climbing and aerial rescue.
- Ability to climb trees, using appropriate safety equipment and tools and prune trees to eliminate hazards and preserve tree health.
- Complete all necessary paperwork to accurately record the resources used and progress of work in accordance with the YH Tree policy and industry standards.
- Undertake tree work outside normal working hours as and when required – storm damaged trees including a range of tree emergency works.
- To work as part of the team, liaising with other trades, internal teams and colleagues and clients and customer led teams.
- To assist/ lead in the coordinating and implementing all quality audit checks as required.
- Where required provide assistance for the Grounds Maintenance Manager and Supervisor combining regular grounds maintenance work with a supervisory role.
- To liaise with all suppliers to ensure that quality materials are available in order to carry out all required works and monitoring of stock.

Health and Safety

- Ensure the safety of other colleagues and the public in relation to the work undertaken including the safe use of all plant, equipment and tools.
- Drive and operate a range of specialist vehicles to provide efficient and effective logistical and operational support as required to carry out works effectively.
- To manage and carry out environmental health related duties to include sharps removal investigative works, invasive species, Japanese Knotweed, eradication and disposal in strict compliance with all health and safety criteria and best practice.
- To manage all aspects of operative and site health and safety including COSHH, risk assessments, working off of the back of vehicles, ensuring all LOLER and tail lift inspections are current and compliant, vehicle management and environment impact. Ensuring all RIDDOR, S1RF and near miss incidents are reported promptly and effectively to the correct reporting body.
- To manage and regularly review RAMS, safe systems of work including COSHH monitoring. Other aspects of compliance monitoring include and are not limited to, HAVS, LOLER, PUWER and provisions within the Health and Safety at Work Act.
- To ensure safety of all operations including works on or adjacent to the public highway by using appropriate signing, guarding and traffic management measures in accordance with Chapter 8 of the Highways Act.
- Undertake any other duties that the service manager may reasonably request such as out of hours attendance or deputation on behalf of the service manager.

The main things:

- Hold the following NPTC certificates (or their equivalent):
- CS30/31, CS38/39, CS40/41
- Safe use of a manually fed woodchipper
- PA1 & PA6 Use and Application of Chemicals
- Lantra stump grinder NPTC A07
- Proven experience of leading a high performing team with the ability to inspire, motivate, coach and develop colleagues to be the best they can be.
- Excellent leadership and management skills with ability to coach and motivate colleagues using a high support, high challenge approach.
- Excellent communication with interpersonal skills with strong influencing and negotiation skills and the ability to build and maintain effective partnerships.
- Organised and methodical, able to plan and priorities the teams' workloads.
- Demonstrate a thorough knowledge of current Health and Safety regulations and best practice.
- Proven leadership and management experience including positively influencing, coaching, developing and auditing operatives in complying with relevant standards and to achieve high performance and shared goals.
- A customer obsessed mindset with a drive and determination to provide an excellent customer service and achieve high levels of performance.
- Ability to manage challenging situations demonstrating empathy, sensitivity and diplomacy.
- Have a strategic, proactive, problem-solving, growth mindset and take ownership for getting issues resolved and outcomes delivered to deadline.
- An appetite for transformational change and continuous improvement.
- Intermediate IT skills, able to use MS packages including Excel, Outlook and Word and willing to develop skills if required.
- Experience of Arboriculture works, climbing and aerial rescue.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles, sometimes outside of usual working hours to respond to emergency calls.
- An understanding of Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
- Full drivers licence valid for the UK and ability to drive for the role as required with experience of trailer and plant towing.

It would be a bonus if you have:

- Recognised leadership or management qualification/coaching qualification
- NPTC Level 2 Award in the Safe use of a MEWP or equivalent
- CS47 – Operate chainsaw from a MEWP or equivalent
- A relevant health and safety qualification.
- A Level 3 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards.
- Working knowledge of ecological and environment legislation and practices (bats, birds etc) and maybe legal designations TPO/ CON/ SSSI
- Experience of driving vehicles up to 7.5 ton

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

December 2024