

## Tree Officer

## Role Profile

<b>Service:</b>	Highways, Transportation and Greenspace – Place directorate
<b>Band:</b>	Band 6
<b>Reporting to:</b>	Tree Unit Manager
<b>Responsible for:</b>	No direct reports



**TRAFFORD**  
COUNCIL

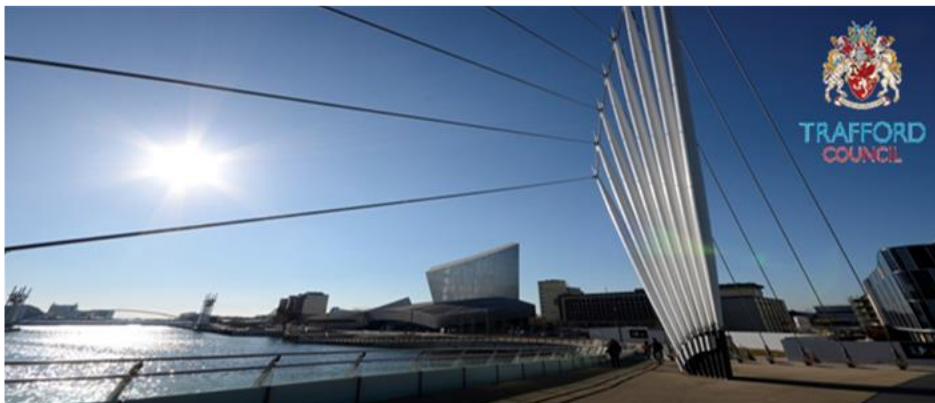
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

The Council's Tree Unit Department sits within the One Trafford Partnership, which includes Highways, Transportation and Greenspace, all of which sit under Place Directorate. The Tree Unit Department take a risk-based approach to ensure that around 68,000 Council-owned trees throughout the Trafford borough are inspected and maintained on a regular basis. This includes trees in parks, woodland, highways and other public land. This service contributes to the Council's corporate priority to address the climate crisis as well as supporting the Council to make Trafford a place with a focus on better health, better jobs and a greener future.

### Your Main Priorities

- Inspect and arrange for relevant maintenance to be undertaken on the Council's tree stock.
- Accurately record inspection data in the Council's tree management database.
- Assist in the planning, delivery, priorities and key tasks of the tree unit.
- Assist in service improvement plans, plus any actions arising from project plans, action plans and new initiatives.
- Help deliver an operationally and financially successful unit, through effective performance management.

### Key duties

- Assist in the provision and management of high-quality services relating to all tree related issues.
- Investigate and respond to customer enquiries, including responding directly to customers on tree related issues and liaising with locally elected Members/MPs/Councillors to ensure that their enquiries are dealt with properly and effectively.
- Assist in the management of all highway trees, trees within parks, open spaces and on other Council-owned land.

- Actively engage with Health and Safety in the service to ensure that all risk assessments and inspections are undertaken and implemented.
- Maintain accurate records, and assist in the collection of data, preparation and presentation of reports for User Forums, Friends Groups meetings, etc. as required.
- Fully support crime and anti-social behaviour initiatives that ensure that parks and open spaces and highways are safe and attractive places to visit and use.
- Support the “Adopt a tree scheme” and engage with residents on the best species and location for trees under this scheme.
- Develop efficient work programmes and inspection schedules.
- Assist in the learning and development of employees and placement students, ensuring a flexible and skilled workforce.
- Monitor the performance of contractors engaged to undertake tree maintenance, ensuring that the work carried out is to the required standard. Take appropriate remedial action with the contractors as appropriate.
- Represent the Council in court as an expert witness in relation to tree management.
- Assist in attracting additional funding/income and resources, from internal and external sources.
- Undertake consultations with local residents about trees in their area and provide recommendations on the action required.
- Engage with schools to promote the Tree Survey Service Level Agreement (SLA), and where required, undertake tree surveys at schools and provide a written report with recommended actions to take on their tree stock.
- Provide cover/deputise for other officers as required and undertake any other duties commensurate with the role.

## About You

### **Qualifications and Professional Development**

- Level 4 qualification or a combination of formal off the job training plus 2 years’ experience in a similar environment
- Commitment to continuous personal and professional development

### **Experience and Knowledge**

- Previous experience of working in a busy environment, inspecting trees and making relevant recommendations for managing the Council’s tree stock
- Experience of establishing and maintaining effective working relationships with external partners, contractors, colleagues, and members of the

public to manage tree related enquires from initial receivership to completed outcome

- Proficient in the use of relevant ICT systems and processes to record and maintain information (e.g. information management systems related to tree management)
- Sound knowledge and professional experience of legislation, regulations, standards, specifications and operational practices in relation to tree management
- Detailed knowledge and understanding of the Health and Safety at Work Act and current guidance / directives around safe working practices in the tree management area
- Understanding of the need to work within the parameters of Corporate and Service policies and procedures at all times

### **Skills and Abilities**

- Ability to work effectively as part of a team environment and also independently
- Customer focused and able to deliver high quality front-line services in the form of tree surveys and reports
- Effective communication skills: able to give specialist arboriculture advice and present complex information in a variety of formats in a way that is understandable to a range of audience (e.g. Members/Councillors, officers, members of the public, etc.)
- Able to effectively negotiate with contractors about their performance and agree remedial actions to achieve the best possible outcomes
- Attention to detail and able to support in managing budgets effectively
- Analytical and assessment skills: able to carry out inspections, monitor and interpret information, use information/financial management systems to input and extract key data, and present clear conclusions to support decision-making
- Planning and organisational skills: able to manage and prioritise workloads, producing accurate work within required timescales
- Able to use own initiative to manage competing work demands

### **Special Conditions**

- Full, valid, clean UK driving licence with access to use vehicle insured for business use
- Willing and able to travel to sites within the Trafford Borough

Date prepared/revised	Revised role profile – 17/04/2026 (re-grade)
Prepared/revised by	R Reid / H Ashcroft / R Pollard

Job Evaluation	Re-evaluated 15/04/2026

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.