Job description

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| **Department:** Built & Natural Environment | **Location:** South Cambridgeshire Hall, Cambourne – Cambridge City |
| **Job title:** Planner/Specialist (Career Graded) | **Post number:** Add post number here |
| **Grade:** 3-6 and Grade 7 | **SCP range:** 15-35 and 35-40 |
| **Responsible to:** Area Managers/Team Leaders/Principal Officers | **Responsible for:** Some responsibility for line managing, supporting, supervising, developing and mentoring staff may be required for higher grades, depending on roles |
| **Health Considerations/ Risk/ Surveillance Required:** Habitual VDU user |

**Description of duties and responsibilities**

To undertake work in connection with town planning related matters, dependent upon specific areas of work.

To apply expertise consistent with the role within a specialist team in the service and contribute to the delivery of team outcomes by applying detailed Technical/professional knowledge and skills and through a personal caseload of applications and/or projects.

Duties for Planner/Specialist posts within the Greater Cambridge Shared Planning Service (GCSPS) included, from Grade 3 up to Grade 6 and are categorised as generic (G) or applicable to: Delivery (D), Planning Policy, Strategy and Economic Development (PPSE), Built and Natural Environment (BNE) or Strategic Sites (SS).



**Key result areas / overview**

* The work of the GCSPS and the post holder is expected to contribute directly to key outcomes in each Council’s corporate plans and the GCSPS business plan as well as national priorities for the region, and uphold and support the organisational values of both local authorities.
* To promote GCSPS in a positive manner both externally and internally and demonstrate professional behaviours and culture across the service.
* To apply technical skills and professional knowledge consistent with the role within a specialist team within the GCSPS and contribute to the delivery of team outcomes including through personal application and/or project workloads.
* The post holder is also expected to provide advice and support to colleagues and other users of the service, within and beyond the GCSPS.
* To deliver a high-quality service to customers, including residents, applicants, developers, landowners, parish councils and businesses.
* The post holder will also be expected to play an active part in the achievement of performance and budgetary aspirations, consistent with the continuous improvement of the service for its users.
* To work collaboratively with key partners including Cambridgeshire County Council, other planning authorities, the Cambridge and Peterborough Combined Authority and Greater Cambridge Partnership to deliver agreed outcomes on strategic projects.
* At more senior levels, the post holder will be expected to support the development of less experienced staff and take individual responsibility for projects and initiatives that contribute positively to the delivery of the service, team or each Council’s corporate plan objectives and values.



**Key contacts / communication links Internal**

**External**

**Key responsibilities / specific duties**

* Contribute to the aims and objectives of delivering high quality sustainable development across Greater Cambridge and as defined by the GCSPS.
* Consult, engage and advise customers, communities, colleagues, elected Members and other interested parties as required by legislation, Council policy and professional good practice and ensure effective and high-quality responses to all enquiries and comments (including corporate complaints).
* Engage with and support the GCSPS with the effective delivery against the agreed performance management framework for the service and against Corporate Plans and GCSPS Business Plan.
* With appropriate levels of supervision dependant on seniority, manage a number of complex applications and/or projects involving multiple stakeholders, and budget responsibility as appropriate, effectively managing competing priorities.
* Prepare professional reports, presentations, recommendations, and briefings with levels of supervision appropriate to the role, communicating complex issues clearly and succinctly.
* Support the Team to meet/exceed defined financial and performance objectives for the team and Service and to support and participate in the delivery of initiatives to improve the quality and performance of the GCSPS.
* To ensure high standards in the provision of advice and reports to committee elected members and other

stakeholders. Representing planning services at committee and public meetings as well as involvement in regional and sub-regional issues.

* Lead/carry out the negotiations, formulation of recommendations and issue of decisions/prepare reports on non-routine matters to the Cabinet, Lead Member and/or Scrutiny or other Committees as necessary, including where a Key Decision is required.
* To organise and prioritise work in accordance with targets, including targets contained within relevant service plans, Service Improvement Plans, business plans and individual appraisals.
* To prepare and give evidence and statements for different categories of planning appeals as required and appropriate to the grade and the role.
* Commit to the development of professional and technical competencies associated with the post holder’s activities in line with career progression targets and personal development programs
* Where relevant, to manage, support and mentor staff effectively within the team/service as required and undertake performance management in accordance with organisational policies and guidance.
* Carry out other duties within the competence of the post holder as may be reasonably required from time to time.
* To carry out all duties and responsibilities in accordance with each Council’s policies covering equal opportunities, GDPR and customer care.
* To ensure that health and safety policies are implemented at all times and raise any concerns regarding their operation or any other safety matters with the appropriate line manager.

# Grade 3

* To provide technical and administrative support to senior staff. (G)
* To assist in and/or prepare technical reports, graphical data presentation or mapping for various internal and external stakeholders as required. (G)
* To deal effectively with enquiries and communications from customers and other stakeholders. (G)
* Undertake site visits as required (G)
* To undertake initial screening of planning applications and assist in the registration, collation and monitoring of appeals. (D)
* To deal with Minor/Other categories of planning applications and associated workstreams within required performance targets as required. (D)
* To support more senior planning enforcement officers in investigations of breaches of planning control, dealing with correspondence and progressing formal enforcement proceedings. (D) (BNE for specialist areas e.g Listed buildings)
* To create and maintain documents, databases, spatial and information mapping platforms and websites (as appropriate), collect, prepare and present statistical information. (PPSE)
* Support and participate in activities associated in the development, implementation, review and monitoring of local planning policies and strategy. (PPSE)

# Grade 4

* To be familiar with the changes in techniques, legislation, national policy and other guidance relevant to the field of work (G)
* Undertake site visits as required (G)
* To deal effectively with enquiries and communications from customers and other stakeholders (G)
* To communicate effectively with a range of customers, both orally and in writing (G)
* To provide support for more senior officers on large-scale and strategic projects as appropriate and deal with less complex related work streams under supervision from Senior / Principal officers. (G)
* To advise and give guidance on the preparation of illustrative material and technical work related to the field of study. (G)
* To provide cover on day-to-day matters in the absence of the supervising officer on matters directly

relating to the duties of the post holder and refer more complex issues for decision where early responses are required. (G)

* To attend and support community and other planning service stakeholder engagement events as required. (G)
* Responsible for a designated caseload of less complex planning applications and related work streams, to assess and report on planning applications and related workstreams appropriate to grade and responsibility. (D)
* To investigate alleged breaches of planning control and to report direct to the Principal Planning Officer (Enforcement) on any action (if any) to be taken (D) (BNE for specialist areas e.g Listed buildings)
* To initiate action to resolve identified breaches of planning control and prepare associated delegated and Committee reports (D) (BNE for specialist areas e.g Listed buildings)
	+ To prepare written representation appeal statements in accordance with the Town and Country Planning Appeal (Written Representation) Regulations or contribute to such statements as relevant to the role, reporting directly to the supervising officer. (D & BNE)
	+ To prepare reports on minor/other categories of planning application and planning enforcement issues to the Planning Committee /Joint Development Control Committee and undertake associated presentations (D and SS)
	+ Assist in the preparation, review, consultation and implementation of planning policy and guidance, including the Local Plan and related Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs). Neighbourhood Plans and Conservation Area Appraisals and Management Plans (PPSE & BNE)
	+ Assist in monitoring and reporting the effectiveness of planning policy (such as the Annual Monitoring report). (PPSE)
	+ To support projects and activities consistent with the promotion of high- quality sustainable design and construction and/or the effective

management of the built or natural environment.

This is likely to include engagement with external

agencies and stakeholders, including communities, developers/specialists and elected representatives on behalf of the Council. (BNE)

* + Act as advocate for and support the development, implementation and continuous review and monitoring of strategies related to Heritage, Ecology, Arboriculture, Landscape, Urban Design and Environmental Sustainability to promote sustainable management, enhancement and protection of built and natural heritage across greater Cambridge (BNE)
	+ Support in the provision of advice on Heritage, Ecology, Arboriculture, landscape, Urban Design and/or Environmental Sustainability matters, as relevant to the role, to case officers, senior officers and external agents involved in development, and as appropriate to Committee and public meetings throughout the pre-application, consultation and post decision stages, including acting where appropriate as advisor to public/internal panels and the Planning Committee. (BNE)

o To have working knowledge of trees in relation to both development and the ability to deal with applications relating to tree works in conservation areas and protected trees. (BNE)

# Grade 5

* Working knowledge of changes in techniques, legislation, national policy and other guidance relevant to the field of work
* Undertake site visits where required (G)
* Advise and negotiate with applicants and/or other stakeholders on a range of development proposals, ensuring planning requirements including S106 obligations are adhered to. (G)
* To communicate effectively with a range of customers, both orally and in writing and briefing members on issues as required. (G)
* To prepare written statements on planning and enforcement appeals to be considered by way of written representations or hearing and to appear at the hearing as the relevant Council’s witness. (G) To attend and support

community and other planning service stakeholder engagement events as required. (G)

* Responsible for a designated caseload of planning applications and related workstreams / projects, to assess and report on planning and related applications/projects appropriate to grade and responsibility. (D)
* Advise and negotiate with applicants and/or other stakeholders on a range of development proposals, ensuring planning requirements including S106 obligations are adhered to. (D)
* To investigate more complex alleged breaches of planning control and to report direct to the Principal Planning Officer (Enforcement) on any action (if any) to be taken. (D) (BNE for specialist areas e.g. Listed buildings)
* To initiate action to resolve identified breaches of planning control and prepare associated delegated and Committee reports (D)
* To prepare reports on a range of categories of planning application and planning enforcement issues to the Planning Committee /Joint Development Control Committee and undertake associated presentations (D and SS)
* To lead on less complex applications and associated work streams in respect of strategic development sites and to support more senior officers on large- scale strategic development applications and related work streams as required. (D and SS)
* To prepare, review, consult on and implement planning policy and guidance, including the Local Plan and related Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs) Neighbourhood Plans and Conservation Area Appraisals and Management Plans making recommendations and presenting to the relevant Council and public meetings as necessary. (PPSE & BNE)
* To prepare or assist senior officers in the preparation or commissioning of technical reports and expert advice relating to planning strategy, policy and related matters (such as sustainability appraisal, housing, employment, transport, environmental protection, design, land use). (PPSE & BNE)
* To prepare statements required for the Local Plan examination process to be considered by way of

written representations or hearing and to appear at the hearing as the relevant Council’s witness (PPSE)

* To participate in partnership working to represent the interests of Greater Cambridge in the preparation of planning policy, strategy, environmental and infrastructure projects by partners including Greater Cambridge Partnership, (PPSE and BNE)
* Provide technical assessments and draft responses to the policies and strategies of other agencies, such as Government, Cambridge and Peterborough Combined Authority, adjoining authorities and other statutory bodies (including Highways England). (PPSE and BNE)
* To deliver projects and activities consistent with the promotion of high-quality sustainable design and construction and/or the effective management of the built or natural environment. This is likely to include engagement with external agencies and stakeholders, including communities, developers/specialists and elected representatives on behalf of the Council. (BNE Act as advocate for and to develop, implement and continuously review and monitor strategies related to Heritage, Ecology, Arboriculture, Landscape, Urban Design and Environmental Sustainability to promote sustainable management, enhancement and protection of built and natural heritage across greater Cambridge (BNE)
* The provision of advice on Heritage, Ecology, Arboriculture, landscape, Urban Design and/or Environmental Sustainability matters, as relevant to the role, to case officers, senior officers and external agents involved in development, and as appropriate to Committee and public meetings throughout the pre- application, consultation and post decision stages, including acting where appropriate as advisor to public/internal panels and the Planning Committee. (BNE)
* To have in depth knowledge of trees in relation to both development and the ability to deal with applications relating to tree works in conservation areas and protected trees. (BNE)

# Grade 6

* Working knowledge of changes in techniques, legislation and guidance relevant to the field of work (G)
* To line manage team members including performance review and development (G)
* To provide/assist in the management, mentoring and support of less experienced members of the team. (G)
* To manage projects and workflow, advising the appropriate manager on more complex matters and conflicting priorities (G)
* Undertake site visits where required (G)
* To communicate effectively with a range of customers, both orally and in writing and brief members on issues as required. (G)
* To investigate/respond to service complaints as required (G).
* To support/deputise for relevant line manager and other senior officers as required. (G)
* To represent the GCSPS as required at meetings with outside bodies and to present reports and officer advice to Members at the relevant Committees. (G)
* To engage effectively with partners and consultants to ensure both value and quality is maintained when commissioning multi-disciplinary projects. (G)
* To prepare written statements on planning and enforcement appeals to be considered by way of written representations or hearing and to appear at the hearing as the relevant Council’s witness and to prepare proofs of evidence in relation to appeals against the refusal of planning permission and enforcement appeals (considered at public inquiry) and to appear as the Councils planning witness at the public inquiry. (G)
* To attend, lead items on and support community and other planning service stakeholder engagement events as required. (G)
* Responsible for a designated complex caseload of planning applications and related work

streams/projects, to assess and report on planning and related work streams, appropriate to grade and responsibility (D)

* To determine/resolve complex enforcement complaints including appearing in court as the Council’s witness. (D) (BNE for specialist areas e.g. Listed buildings)
* To contribute to the planning applications determination process (as the first signatory) as required in relation to non-controversial applications in accordance with the agreed scheme of delegation as may be updated periodically. (D)
* Lead /undertake negotiations and make recommendations on all types of planning and related applications including the consideration of S106/CIL in line with agreed outcomes/performance objectives and brief members as appropriate. (D)
* To project manage and deliver complex projects relating to planning policy and strategy. (PPSE)
* To prepare and review planning policy and guidance, including the Local Plan and related Development Plan Documents (DPDs) and Supplementary Planning Documents (SPDs) Neighbourhood Plans and Conservation Area Appraisals and Management Plans making recommendations and presenting to the relevant Council and public meetings as necessary. (PPSE & BNE)
* To prepare or commission technical reports and expert advice relating to planning strategy, policy and related matters (such as sustainability appraisal, housing, employment, transport, environmental protection, design, land use). (PPSE)
* To prepare statements required for the Local Plan examination process to be considered by way of written representations or hearing and to appear at the hearing as the relevant Council’s witness (PPSE)
* Project manage a variety of key projects for PPSE and work with the Programme Manager to establish and implement a programme of work for the

PPSE team, including championing project management processes, structures and tools to deliver business objectives efficiently. (PPSE)

* Programme manage the suite of projects prioritised for delivery annually as part of the directorate Service Plan. Provide expert advice, coaching and mentoring to project leads and the PPSE team to ensure best practice is followed ensuring the delivery and sustainability of the desired outcomes. (PPSE)
* Partnership working to represent the interests of Greater Cambridge in the preparation of planning policy, strategy, environmental and infrastructure projects by partners including Greater Cambridge Partnership, (PPSE and BNE)
* Provide technical assessments and draft responses to the policies and strategies of other agencies, such as Government, Cambridge and Peterborough Combined Authority, adjoining authorities, and other statutory bodies (including Highways England). (PPSE and BNE)
* Lead and commission the delivery of projects and activities consistent with the promotion of high-quality sustainable design and construction and/or the effective management of the built or natural environment. This is likely to include engagement with external agencies and stakeholders, including communities, developers/specialists, and elected representatives on behalf of the Council. (BNE)
* Act as advocate for and to develop, implement and continuously review and monitor strategies related to Heritage, Ecology, Arboriculture, Landscape, Urban Design and Environmental Sustainability to promote sustainable management, enhancement and protection of built and natural heritage across greater Cambridge (BNE)
* The provision of comprehensive advice on Heritage, Ecology, Arboriculture, landscape, Urban Design and/or Environmental Sustainability matters, as relevant to the role, to case officers, senior officers and external agents involved in development, and as appropriate to Committee and public meetings throughout the pre-application, consultation and post decision

stages, including acting where appropriate as advisor to public/internal panels and the Planning Committee. (BNE)

* To act as specialist in relation to complex enforcement complaints including appearing in court as the Council’s witness. (BNE)

# Grade 7 Principal Planner (StrategicSItes Only)

General:

Responsible for leading on and overseeing the management of large-scale strategic projects, in line with the both Councils’ policies, procedures and corporate plans.

Plays a key role in supporting and deputising for the Delivery Manager and in providing management support and overview of the team as required by the Delivery Manager.

* Good knowledge of changes in techniques, legislation and guidance relevant to the field of work (G)
* To line manage team members including performance review and development (G)
* To manage projects and work flow, advising the appropriate manager on more complex matters and conflicting priorities (G)
* Undertake site visits where required (G)
* communicate effectively with a range of customers, both orally and in writing and brief members on issues as required.(G)

* To investigate/respond to service complaints as required (G).

To engage effectively with partners and consultants to ensure both value and quality is maintained when commissioning multi disciplinary projects. (G)

* To prepare written statements on planning and enforcement appeals to be considered by way of written representations or hearing and to appear at the hearing as the relevant Council’s witness and to prepare proofs of evidence in relation to appeals against the refusal of planning permission and enforcement appeals (considered at public inquiry) and to appear as the Councils planning witness at the public inquiry. (G)
* To attend, lead items on and support community and other planning service stakeholder engagement events as required.( G)
* To lead on and project manage, process, make recommendations on and determine large scale strategic planning applications(including outlines, reserved matters and full planning applications, pre-application processes), appeals and other projects, including coordination between internal teams and

services and external agencies, ensuring that deadlines are met and policies, procedures and legislation are followed (SS)

* To provide a lead role within the Strategic Sites Team in ensuring that the team has robust development programmes in place for each development site covered by the team and that PPAs and other funding mechanisms are in place to support development programmes as required (SS)
* To procure/commission technical reports or appoint consultants to advise on technical matters as required. (SS)
* To ensure delivery of programmes /infrastructure to create and support sustainable communities including the Cambridge Fringe sites as well as Cambourne West, Northstowe, Waterbeach, Bounrn Airfield and any future sites that come forward as part of Local Plans or other mechanisms (SS)
* To support and deputise for the Delivery Manager and other senior officers and provide management support and overview to the team as required by the Delivery Manager (SS)
* To lead on negotiations of large scale strategic S106 and other agreements and take responsibility for ensuring that any associated corporate approvals have been secured (SS)
* Together with partners within and outside the two local authorities, to ensure that new development is implemented in accordance with approved plans and that associated infrastructure is provided in a timely way in accordance with agreed delivery arrangements (SS)  To support and nurture a collaborative approach and flexibility in the use of people resources (SS)
* To prepare committee reports and presentations, to attend committees and advise members and to support other team members and officers at committee as required (SS)
* To lead on and provide support to member development programmes (SS)
* To contribute to the planning applications determination process on a range of application types including complex applications (as the first signatory) as required in in accordance with the agreed scheme of delegation as may be updated periodically. (SS)
* To prepare and present reports detailing the stages of progress with projects and to provide briefings for the Delivery Manager, other senior managers, members and external partners as required (SS)
* To lead on projects with multi-disciplinary inputs, ensuring effective consultation and engagement with elected members and local stakeholders, including residents; ensuring that key issues and risks are identified, resolved or escalated as appropriate (SS)
* To represent the Councils at partnership meetings (SS)
* To assist with the preparation of policy, strategic frameworks or supplementary planning documents and other guidance in relation to strategic developments (SS)
* Working collaboratively with the Area Planning Managers and Technical Support Team Manager, ensure that development management procedures and processes for strategic developments are kept up to date and that

consistency with the development management teams is maintained as applicable (SS)

* Contribute to service wide improvements and projects

and take the lead on or provide support on service wide projects as may be identified from time to time by the Delivery Manager (SS)

To provide direction and support to the planning enforcement on enforcement complaints and investigations relating to strategic sites and to provide leadership on complex enforcement matters as required (SS)

* To maintain an overview of best practice on strategic sites to ensure that the local authorities continue to deliver continuous improvements and learning on strategic developments.(SS) .

**General to all job descriptions**

To comply with the Council’s Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council’s Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder.

The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed:

**Job Description Supplement – Trees Officer**

Job description

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| **Department:** Built & Natural Environment | **Location:** Cambourne/Cambridge |
| **Job title:** Trees Officer | **Post number:**  |
| **Grade:** Grade 5 | **SCP range:** 25 -30  |
| **Responsible to:**  Natural Environment Team Leader | **Responsible for:** Trees Assistant |
| **Health Considerations/ Risk/ Surveillance Required:**To be aware of Health and Safety aspects when on site, with particular reference to building sites, and in the vicinity of ongoing tree felling or tree surgery works. Assessing danger of trees with a view to public safety, particularly in storm conditions. |

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**Description of duties and responsibilities**

### Team Vision

To achieve a consistently high standard of Service by striking the right balance between quality, timeliness, productivity and customer satisfaction

### The vision will be realised by:

* Working as a team to achieve consistently high performance and seek to continually improve the way we do things
* Putting the customer at the heart of everything we do
* Strive to provide the best service, be proud of what we have achieved and promote what we do well
* Aligning our resources to where they are needed most and developing innovative ways to make best use of our resources and also to generate income
* Recognise the need to continually learn and adapt.
* Work collaboratively across teams, services and partner organisations and actively engage the community to help us deliver

**Key result areas / overview**

### Job Purpose

### To secure the maintenance and enhancement of the character and visual attractiveness of South Cambridgeshire by implementing the Council’s tree protection functions and promoting sound arboricultural policies.

# Dimensions of Job

1. Provision of arboricultural, policy, protection and management advice to the Council and its elected members.
2. Protect and control statutorily protected trees within the District by leading on the implementation and the development and management of the Council’s Tree Preservation Orders.
3. Processing of tree and hedgerow applications and notifications.
4. Generally promoting tree planting and tree care throughout the District, including: developing partnership enhancement initiatives, and administering the Tree Warden Scheme.
5. Securing the implementation of the Tree Preservation Order review, including project supervision of the Trees Assistant.
6. Contributing to the development of planning policies and drafting guidance on tree protection and management.
7. To respond to a broad range of tree, woodland and hedgerow queries from the public, parish councils and councillors.
8. To oversee and/or coordinate on the management of the Council’s closed churchyards.
9. To supervise members of the trees team.

# Key responsibilities / specific duties

1. Implementing the Council Tree Preservation Order procedures as necessary, to substantiate the retention of trees which have important amenity value, including following a planning application.
2. Assessing and making decisions on applications to undertake works on statutorily protected trees, and hedgerows which are subject to the Hedgerow Regulations.
3. Acting as arboricultural policy and management consultant on issues in relation to trees affected by planning applications, including negotiation with agents/applicants where appropriate, in order to secure tree and hedgerow protection and additional or replacement planting.
4. Representing the Council on major development task teams, where relevant to advise on issues relating to existing tree cover and to provide arboricultural advice, hedgerow protection and woodland management or enhancement.
5. Work with partner authorities, parish councils and the public to develop initiatives to enhance the extent of the tree coverage within the District.
6. Presentation of reports, as appropriate, to the Development Control & Conservation

Committee on arboricultural and landscape matters relating to: statutorily protected trees; serving of Tree Preservation Orders; illegal tree works; planning issues affecting trees; and/or other tree matters.

1. Investigation of complaints in relation to illegal works concerning statutorily protected trees and hedgerows and breaches of planning conditions concerning trees, including initiating enforcement/legal proceedings where required and drafting and presenting evidence at appeal or in court.
2. As required, undertake monitoring of trees on development sites following development to ensure compliance and successful establishment and provide reports on their condition.
3. Oversee and co-ordinate the delivery of the Tree Preservation Order Review, including providing mentoring and project supervision of the Trees Assistant.
4. Provide training and guidance to Development Control officers to deal with less complex tree issues which arise in pre-applications, planning applications and appeals.
5. To work collaboratively with others including encouraging the community to play an active role in projects to conserve trees.
6. Liaison with the Landscape Design and Ecology Officer, as appropriate, in relation to the development of landscape schemes.
7. To contribute to a culture of continuous improvement and work with the rest of the team to propose and take ownership of measures to improve service delivery.
8. To contribute to the development of Service priorities and ensure you focus your resource in activities which deliver priorities and respond to customer requirements.
9. To achieve performance targets and ensure it is reported regularly and celebrate success with the team.

## To develop training and support for the contact centre in processing more enquiries about trees and hedgerows.

1. To develop web-site material in relation to trees and hedgerows to maximise opportunities for self-service.
2. To undertake and maintain a tree safety survey of closed churchyards.
3. To work with the Landscape Design Officer to maintain the closed churchyards and create, update or undertake works within the individual Management Plans. Liaising with the public, the Parochial Church Council and the Diocese of Ely. Applying for faculties. Overseeing the inspection and maintenance of memorials, footpaths and walls. Writing and overseeing tenders.
4. To supervise, train, mentor and motivate any members of the trees team, especially those who are less experienced.
5. To create and coordinate the trees team work programs to achieve corporate objectives.
6. To interrogate systems and provide information for Freedom of Information and Environmental Information enquires.