

Bark Limited - Position Description

Position: Wellington Arboriculture Manager

Location (base): Wellington Region – Petone Office

Date: March 2018

Who is Bark

Bark is a company obsessed with customer service, yes everyone says this; we really do place our customers first. In fact, our promise is: “clients first: profit second”. The strength of our client relationships is built around honesty, clients appreciating our unrelenting drive to do what is best for them and their properties.

Our approach and end goal is simple; deliver high quality arboriculture that meets or exceeds our client’s needs.

What’s needed

A passionate and skilled arborist who is a self-starter with a no-nonsense approach to setting and achieving clear objectives, balanced with empathy for the people they encounter, whilst portraying at all times a professional manner creating a positive and respected environment for the client and the working team.

The right person will provide inspiring leadership and excel with team management delivering a well-rounded team consistently achieving outstanding levels of skilled and qualified arboriculture practises. Sales and business management skills shall also be of high importance to ensure our continual delivery of excellence, enhancing Bark’s reputation and potential stance within the market sector. Sustaining such an operation must also be managed in an efficient and profitable manner.

Barks arboricultural operations have from our inception been an integral part of the company’s operations and service delivery while being a standalone arboriculture business unit, capable and encouraged to undertake high quality arboriculture to a wider client base.

Barks model of self-managing teams provides an exciting opportunity for the right candidate to become their own boss; our expectation is for the right person to take complete ownership of our Arboricultural operations in Wellington, with the bonus of support from the overall company and team.

The Role

Management of Bark's arboriculture business in the Wellington region

- First and foremost, deliver exceptional arboriculture practises providing qualified information and skilled work in a safe manner meeting or exceeding our client's expectations.
- Personalised client interaction, with a focus to deliver individual client needs and expectations; a "client first" focus
- Sales and marketing – expanding the company's existing client base to attract and secure continual workloads for the team, meeting annual revenue targets.
- Advocate for the Barkway (people, respect, passion)
- Instil and maintain an emphasis on providing safe working environments
- Provide leadership, direction, support and management to our arboriculture team (s)
- Provide proven management skills – support & discipline where required.
- Ensure operations are running efficiently and profitably
- Manage the financial performance of the regions arboriculture operations meeting agreed financial performance expectations.
- Identify and pursue business growth opportunities that align with Bark, increasing our clientele.

Desired Outcome

- Bark is the first choice for quality arboriculture
- Bark is the employer of choice, a great place to work
- Bark clients openly recommend our services to others
- Our arboriculture operations are profitable
- Growth in business opportunities and revenue

Skills and attitude required

- Highly skilled and passionate arborist.
- A people person, with high emotional intelligence; a confident and respectful motivated leader.
- Excellent general and project management skills; an all-rounder experienced with covering the spectrum of tasks required to manage an arboriculture operation. (Bark will provide training to a highly skilled arborist with the right attitude who wishes to move into this area)
- Able to set and achieve tasks and work flow in a timely and efficient manner.
- Sound financial understanding and acumen and / or willingness to be coached
- Willing and able to ask the right questions; to achieve honest answers so that we can respectfully challenge our operations and if required our people and clients too.

- Build and maintain team and client respect; through consistent delivery of excellence
- Abilities and passion to identify and develop opportunities; enabling Bark to grow and develop both in scale and as a respected, professional arboricultural organisation
- Ability to identify and liaise with Key stakeholder personnel within large organisations, helping to secure new work and further establish our position in the market.
- Proficient computer skills: Word, Excel and Xero as minimum with willingness to be further coached in this area if required.

The person will have a continuous improvement mind set. Bark will assist with up-skilling and training where necessary. The manager is expected to take the lead and contribute time, both within the usual working hours and outside if required, for professional development.

Industry Expertise

Arboricultural Industry knowledge is essential to:

- Understanding our operations
- Delivering on our client expectations
- Management of our teams and operations
- Tendering and quoting
- Operational oversight
- Team selection

It is preferable that the person for this role will hold industry qualifications and experience.

What does success look like in this role?

Happy customers

- Our customers feel we have delivered what we promised
- Our customers feel that they have received value for money
- Customer feedback meeting or exceeding their expectations
- Customers know that Bark are managing their properties, with their best interest - Quite simply, they feel that Bark cares.
- Our clients are recommending Bark to others.

Arboricultural Standards

- We are setting and delivering high industry standards in arboriculture
- Leading the way in safe operations that safe guards our team members and public alike.
- NZAA Approved contractor status is maintained

Happy Team Members

- Our teams' actions and attitudes show they are happy to be part of the Bark Team
- Team Members feel valued, because we have congratulated and thanked them when the opportunity arises.
- Individually and collectively, the standard of work completed shows all employees take pride in what they do.

Management Approach

- A disciplined and skilful management approach is required, shown through the smooth and efficient operation of individual teams and arboriculture operations across the board.
- The true measure of success is to consistently meet and deliver our clients' expectations through continual delivery of our own high standards
- Correct decisions and actions are made in a timely manner to ensure, positive team moral, operational efficiency, maintained standards & best trade / industry practice
- Our teams feel their actions and operations on the ground are supported by experienced and disciplined management.
- Quite simply we should always be managing operations; not reacting to them.

Financial Performance

- The regions arboriculture operations consistently meet agreed financial targets.
- Main targets being retention and growth of customer base whilst maintaining and running a profitable operation.

Health and Safety

- Our arboriculture teams display a positive attitude to safety
- The willingness of our teams to report near misses and their openness to discuss potential safety issues showing a no blame culture that emphasises learning as a way to ensure everyone stays safe.
- Most importantly, constant progression to achieve Zero Harm showing everyone is taking their individual and collective safety seriously

Business Improvements & Revenue Growth

- Key involvement in providing solutions and suggestions to improve our service delivery and efficiency within the region and business as a whole, able to effectively implement and integrate new agreed business proposals in a timely manner.
- Sales and marketing initiatives producing revenue growth
- Management of existing client base retaining an agreed level of repeat business
- Business opportunities that are aligned to Bark are identified, discussed and acted upon accordingly and timely.
- Successful negotiation, tendering and quoting securing work that aligns with Bark and its financial parameters.

Summary

The Bark Ltd Wellington Arboriculture manager is the ideal role for someone looking to take the step from climbing into management or someone in already in a management role who wants more input into how things are done.

It is a great mix of practical hands on work and the quoting, logistics and general management required to make a professional tree team work. The direction of the team is in your hands and beyond meeting Barks responsibility to our clients it is up to you to grow the team and direct that growth into areas of Arboriculture you feel Bark should focus on.

There are no limits to what you can do in the role with the training, support and systems in place to tackle work of any size and shape. Bark may require high standards of its people in the quality of work and client care which has made us an industry leader but we return that with the equipment and support we provide. We want you to meet these goals without compromising your work/life balance, this is shown in the little touches like the additional days leave given to all team members on their birthdays and our 45 hr working week.