Post Title: Public Realm Operations Lead

Grade: GLPC – I

# Job Purpose

To actively and effectively promote the Council’s vision, values, aims, objectives and priorities, putting our residents first through the delivery of best value services.

This specialist role, supporting the Service Manager, in the management of Grounds Maintenance and the broader public realm across the City. This will include the public highway, opens spaces, parks, HRA estate and corporate landlord assets - the priority is to support on the modernisation and improvement of delivery and quality outputs across the service. This will include improving service reputation and stakeholder management through supporting in the development of high performing teams under the newly developed Highway and Public Realm Service.

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Taking responsibility for the day to day operational and performance management of public realm works and resources (Grounds Maintenance and supporting Tree Services) under the direction of the Service Manager.

This postholder may also work evenings, nights and weekends and may be part of service requirements, including rotored on-call standby arrangements.

# Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around

four central themes:

* **Leading People**: by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
* **Equality Diversity & Inclusion**: by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
* **Change & Innovation**: by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
* **Collaboration**: by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

# Specific Duties

1. To provide direct frontline management for Grounds Maintenance resources (c.20 frontline operatives), ensuring that the team operate effectively and efficiently and to a high quality standard, utilising all resources, within the allocated budget.
2. Supporting the Service Manager, demonstration of good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
3. Support the Service Manager in safeguarding procurement arrangements in order to provide the flexibility for a robust delivery model for the Grounds Maintenance supporting the Public Realm Operating Model. The post holder support the management team in this review.
4. Working with Waste Services, collaborate on grounds maintenance performance and quality issues, this will be for both internal and contract delivered works, particularly where the authority has statutory obligations around service delivery or a duty of care. Implement systems, processes and monitoring to prevent reoccurrence.
5. Support the Service Manager in service review and improvements, pursuing innovative solutions to optimise performance against set standards to improve service delivery. Key to this is to develop and embed a best value approach to managing, maintaining and promoting services delivered – HRA estate, Public Highway and Parks being priority areas.
6. Support the Service in maintaining high standards for Grounds Maintenance safeguarding the Councils Green Flag Awards for Parks and Green Spaces.
7. To manage Health and Safety effectively, ensuring all staff understand their role and responsibilities in line with Health and Safety legislation and Nottingham City Council’s policies and procedures including all Premises Management Responsibilities and the production of Risk Assessment’s, Operational Method Statements and routine Site Inspections.
8. Supporting the Service Manager, to ensure effective utilisation of fleet and plant, undertaking fleet and plant reviews, service scheduling and driver compliance in co-operation with the Management Team, Waste and Fleet Services. This will include HAVs monitoring asset management and software.
9. Logistics co-ordinator role for the operational workforce service - making use of data systems, confirm , Masternaut, and communications technology.
10. Lead on co-ordination and participation of shift/working patterns for front line operations, ensuring 7 day cover and seasonal variations and to develop and support on-going training and development of Grounds Maintenance Teams.
11. To demonstrate strong people management skills and accountability for attendance management and performance management of colleagues in line with current legislation, the competency framework, council policy and procedures.
12. To represent the service at a variety of multi-agency meetings and community group meetings, taking ownership and ensuring all Grounds Maintenance activities are delivered to the highest standard at local level. To resolve issues that arise from these meetings and feedback to relevant parties.
13. To work alongside local Councillors and internal and external partners in the effective management of the City’s Green Spaces, building and sustaining excellent working relationships to support strong area networks and responding to concerns of local communities across the city to develop innovative solutions to environmental issues, preparing performance reports as required.
14. To deliver excellent customer service, responding to resident, colleague and Councillor queries within timescales and effectively and using all feedback to prepare work plans, allocate budgets and prepare performance reports. Shaping services and resource allocation citywide and contributing positively to a customer-focussed culture.

**Numbers and grades of any staff supervised by the post holder:**

**Professional/technical:**

1 x Public Realm Project Officer - Grade G

Up to 5 x Public Realm Supervisors - Grade F

1 x Personnel Officer – Grade F

**Frontline:**

c. 20 FTE frontline staff – Grades D/E

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by Chris Keane Head of Highways**

**Date May 2025**

## Person Specification:

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| Area of responsibility | **REQUIREMENT** | MEASUREMENT |
| A | **AC** | D |
| **Vision, Strategy and Delivery**  | Experience as a service leader in a complex organisation, with experience of;* Delivering against outcomes and creating clear objectives
* Creating a culture of continuous improvement
* Commercially aware with strong analytical skills
* Awareness of key issues in your market and for the city of Nottingham
 | 🗸 | 🗸 |  |
| **Leading** **People**  | Evidence of successfully leading teams, with experience of;* Motivating people and creating high performing services
* Empowering others to take decisions
* Successfully managing wellbeing and resilience
* Ability to plan for the future, with effective workforce planning skills
 | 🗸 | 🗸 |  |
| **Change and Innovation**  | Able to lead service through change, with experience of * Evidence of leading change programmes, bringing others on the journey with you.
* Identifying and delivering innovative service delivery models
* Able to create a culture of continuous improvement
 | 🗸 | 🗸 |  |
| **Collaboration**  | A collaborative leader, with evidence of* successfully in partnership across different sectors and fostering / harnessing partnerships.
* Able to develop a culture of collaboration.
* Political acumen and able to develop productive relationships with senior figures within an organisation
 | 🗸 | 🗸 |  |
| **Equality, Diversity and Inclusion**  | A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:* Delivery of inclusive services, understanding the challenges faced and how they can be overcome.
* Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.
* Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people.
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|  | Experience of legislative framework, standards practice and principles relating to Grounds Maintenance  | 🗸 | 🗸 |  |
|  | Experience and knowledge of fleet management and vehicle maintenance procedures, including HAVs monitoring asset management and software. | 🗸 | 🗸 |  |
|  | Demonstrable experience of creating and managing shift rotas to support a 24/7 city-wide service and of adjusting rotas to reflect changing need in service provision. | 🗸 | 🗸 |  |
| **Technical Skills and Knowledge** | Knowledge of local / national policies and legislation relating to horticulture, grounds maintenance, specifically environmental legislation - in accordance with current codes of practice and statutory responsibilities  | 🗸 | 🗸 |  |
| Experience of working with a range of internal and external stakeholders to enhance City Green Spaces including the broader public realm. | 🗸 | 🗸 |  |
| Understanding of the role of the local authority and the best management of Grounds Maintenance in particular HRA Estate, Highways and Parks. | 🗸 | 🗸 |  |
| Experience of managing city-wide grounds maintenance operations teams (horticulture, grounds maintenance, and habitat management) to safeguarding the public realm. Including a track record of supporting on Green Flag Standards. | 🗸 | 🗸 |  |
| Experience of delivering service improvements in an operational service environment. Typically this would include supporting on stakeholder engagement, productivity reviews and best value exercises. | 🗸 | 🗸 |  |
| Demonstrable experience of deploying resources, plant and equipment to achieve high levels of efficiency for a city-wide grounds maintenance service. This includes smart working and team/depot deployment. | 🗸 | 🗸 |  |
| Demonstrable experience of managing and implementing safe working practices, including working and development of Risk Assessments and Standard Operating Procedures (SOPs). | 🗸 | 🗸 |  |
| Ability to demonstrate clear budget management competencies with a knowledge of budget systems, monitoring and financial regulations. Including understanding of commercial accounting packages (e.g. Oracle Fusion). | 🗸 | 🗸 |  |
| Strong IT skills and ability to influence the introduction and embedding of new technology and to exploit existing technology to maximise efficient deployment of resources. | 🗸 | 🗸 |  |
| Experience and ability to deal effectively with issues of public, political and media interest. | 🗸 | 🗸 |  |
| To be available to be included on a standby rota for Grounds Maintenance and the broader Resident Services, including weekend, evening and bank holiday working.  | 🗸 | 🗸 |  |
| **Qualification requirement** | * Hold professional qualification or other relevant qualification.
* Evidence of ongoing managerial and professional development.
* Grounds/horticulture qualifications including apprenticeship/NVQ Qualifications
* Institute of Occupational Safety & Heath Certificate (IOSH)
* NRSWA Training Streetworks Certificate
* City & Guilds PA1PA6 – Application and handling of herbicides
* Full UK driving licence – Category B
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| **A - Application** | **AC – Assessment Centre** | **D - Documentary Evidence** |