**Job Description**

|  |
| --- |
| **Job Title: Greenspace Operations Manager** |
| **Department: Communities, Environments & Residents Services**  **Service: Resident Services**  **Grade: K**  **Post reference number:** |
| **1 Job Purpose**  To manage the operational delivery of City Allotments, St Ann’s Allotments, Playground inspections and maintenance, Park Patrol services, City Paddling Pools, Greenspace Service health & safety, Greenspace Service feedback systems and Councillor Casework.  To manage finances relating to these functions including budget forecasting, income generation, seeking external funding, capital programme management and contract negotiation and management.  To have overall management of the teams, providing direction and taking responsibility for overall performance, setting challenging SMART targets and ensuring compliance with appropriate corporate governance processes.  To develop strategies and plan and manage the provision and improvement of high quality parks, allotments and open spaces in line with City Council and national frameworks, including Nottingham’s Greenspace Strategy - Greener, Healthier, Happier Nottingham. |
| **2 Principal Duties and Responsibilities** |
| 1. To manage the priorities and workloads of the following team, being accountable for team performance, driving and setting direction:    * 1. Greenspace Technical      2. City direct-let allotments      3. City Allotment Association leases      4. St Ann’s Allotments      5. Park Chargehand & Attendants      6. Playground inspections and maintenance. 2. Deliver key projects in line with Corporate targets including capital improvement projects, seeking external funding and Green Flag Awards. Effectively plan the use and allocation of resources to ensure objectives are met 3. Manage, develop and oversee leases and contracts including contract negotiation and management, procurement and income generation (e.g. allotments, park attendants). 4. Manage and oversee health and safety for the public and staff on parks and open spaces including CCTV, site and playground inspections, reactive repairs and risk assessments and other health and safety procedures. 5. Manage revenue and capital budgets for the above areas including monthly revenue forecasting and monthly capital reporting as well as ensuring all necessary spend approvals are sought (e.g. Delegated and Exec Board decisions for capital projects). Approve orders up to an agree value. 6. Report on and provide performance information to senior colleagues and the Ideagen system, based on analysis and make recommendations on the basis of this. 7. Work collaboratively with relevant senior professionals and external partners (including national and regional networking and partnerships) to drive service improvement and development. 8. Be innovative in the resolution of more complex problems and issues relating to the day to day business of the team, including horizon scanning to prepare the team for the future. 9. Lead / support specific projects as required, taking responsibility for ensuring that projects comply with financial and procurement regulations and remain within budget. 10. Be proactive in tackling situations that may have a negative impact on the reputation of the team, service or Council. 11. Build effective networks across the Council, recognising synergies with other Service Areas and identifying key players and influencers. 12. Provide effective team management to a group of professionals who undertake a variety of different roles. Hold full line management responsibility for colleagues, working in line with corporate policies, and undertake all activities associated with this role including performance appraisals, managing sickness, performance and capability. Ensure colleagues are equipped to fulfil the full range of responsibilities of their role. Develop and manage colleagues effectively. 13. Raise standards of the team through positive role modelling and actively seeking feedback to monitor and improve performance. 14. Act as an advocate for and lead the implementation and monitoring of the Allotment policy and Playground Investment Strategy. 15. Represent the service and provide technical advice and support on a range of issues relating to greenspace management and development to local residents, community groups, Councillors and stakeholders. 16. Prepare quotations, specifications and tenders for development projects in line with the principles of Best Value and oversee works commissioned as a result. 17. To actively identify, apply for, and utilise all funding opportunities to develop parks and open spaces within the City, managing budgets in accordance with current City Council Financial Regulations. 18. To research and prepare reports on a range of Parks and Open Spaces issues and present reports to local committees, residents groups and other interested parties. 19. To manage consultations and work with a range of stakeholders, partners and local residents in order to encourage wider participation in parks and open spaces projects and to ensure that local needs are met. 20. To manage the delivery and organisation, of local events based within the city’s parks and open spaces, ensuring that health and safety risk assessments are carried out and income opportunities are maximised where appropriate. 21. To promote joint working with other City Council Departments and stakeholders, in order to maximise development opportunities and to contribute to City-wide initiatives. 22. To deal with feedback, enquiries and complaints relating to parks and open spaces and to ensure a timely response is provided. |
| **3 All staff are expected to maintain high standards of customer care in the context of the City council’s Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.** |
|  |
| **4 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.** |
|  |
| **5 Numbers and grades of any staff supervised by the post holder:**  Direct Reports  1 x Senior Greenspace Technical Officer (Grade H)  1 x Greenspace Development Officer (Allotments) (Grade G)  0.74 x St Ann’s Allotment Greenspace Development Officer (Allotments) (Grade G)  0.81 x St Ann’s Allotment Gardener (Grade D)  0.81 St Ann’s Allotment Head Gardener (Grade C)  1 x Park Ranger Chargehand (Grade F)  2 x Playground Engineers (Grade E)  Non-Direct Reports  7.3 x Park Attendants (Grade C) |
|  |
|  |
| **6 Post holder’s immediate supervisor: Head of Greenspace Development** |
|  |
| **Prepared by/author:** Donna Cresswell-Duly **Date:** April 2025 |
| **Job title:** Head of Greenspace Development |

|  |
| --- |
| **Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.  I understand and accept the job duties and responsibilities contained in this job description.  **Signature: Date:** |

# Person Specification

|  |
| --- |
| **Job Title: Greenspace Operations Manager** |

****

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Department: Communities, Environments & Residents Services**  **Service: Resident Services**  **Grade: J**  **Post reference number:** | | | | | | | |
|  | | | | | | | |
| **Areas of**  **responsibility/**  **requirements** |  | **Measurement** | | | | | |
| **P** | **A** | **T** | **I** | **D** | |
| Technical / Knowledge | 1. Knowledge and experience of providing clear and equitable leadership / motivating others to maximize their performance. Ability to provide effective team management to a group of professionals across a variety of disciplines. |  | ✓ |  | ✓ |  | |
|  | 1. Ability to delegate clearly and fully, monitoring progress regularly and giving timely support where necessary |  |  |  | ✓ |  | |
|  | 1. Experience of working on own initiative in order to meet strict deadlines and objectives and coordinating and managing team performance in accordance with strategic outputs / outcomes achieving milestones and monitoring performance against prescribed targets |  | ✓ | ✓ | ✓ |  | |
|  | 1. Experience of working with a wide range of partners and stakeholders including external organisations, community groups, consultation exercises and funding bodies. |  | ✓ |  | ✓ |  | |
|  | 1. Knowledge and understanding of relevant legislation including health and safety legislation relating to parks, Allotment, playgrounds, workplaces and biodiversity / environmental regulations. |  | ✓ |  | ✓ |  | |
|  | 1. Ability to plan, organise and deliver large scale regional and community events and ensure that health and safety regulations are adhered to at all times |  |  |  | ✓ |  | |
|  | 1. Ability to manage the production of promotional material. |  | ✓ | ✓ | ✓ |  | |
|  | 1. Experience of external funding streams and have a successful track record of producing funding applications and securing and managing funds. |  | ✓ |  | ✓ |  | |
|  | 1. Experience in developing work programmes and managing performance. |  |  | ✓ | ✓ |  | |
|  | 1. Extensive knowledge and experience of parks management and maintenance, landscape, play and biodiversity issues e.g. Green Flag award scheme. |  | ✓ |  | ✓ |  | |
|  | 1. Experience of and the ability to investigate situations analyse findings and instigate actions. |  |  |  | ✓ |  | |
|  | 1. Experience of managing budgets including large capital programmes, forecasting, monitoring and reporting. |  | ✓ |  | ✓ |  | |
|  | 1. Experience of negotiating and managing contracts including licences, contracts and site leases. |  | ✓ |  | ✓ |  | |
|  | 1. Experienced in developing strategies, setting work plans and developing and managing park improvement projects. |  | ✓ |  | ✓ |  | |
|  | 1. Experience of using PC based systems for record keeping and communication |  | ✓ |  | ✓ |  | |
|  | 1. Have relevant experience or hold a Diploma or Degree in a relevant Land based subject. |  | ✓ |  |  | ✓ | |
| Teamwork and Communication | 1. Experience of managing and working as part of a team to achieve desired objectives |  |  |  | ✓ |  | |
|  | 1. Ability to communicate with both staff and the public, in person, in writing and by phone, including the ability to give presentations |  |  | ✓ | ✓ |  | |
|  | 1. Ability to represent the department at meetings |  | ✓ |  | ✓ |  | |
|  | 1. Ability to manage difficult situations tactfully and diplomatically, ensuring a professional approach at all times |  |  |  | ✓ |  | |
|  | 1. Experience of managing volunteers |  | ✓ |  | ✓ |  | |
| Equality and Customer Care | 1. Understanding of and commitment to the Council’s Equal Opportunities Policy |  | ✓ |  | ✓ |  | |
|  | 1. Commitment to providing high standards of customer care |  | ✓ |  | ✓ |  | |
|  | 1. Ability to ensure that services reflect local area needs |  | ✓ |  | ✓ |  | |
| Work Related circumstances | 1. Ability to work regular evenings and weekends on a seasonally adjusted rota system |  | ✓ |  | ✓ |  | |
|  | 1. Hold a full Driving Licence |  | ✓ |  |  | ✓ |
|  | 1. Be willing to attend training courses relevant to the position |  | ✓ |  | ✓ |  |
|  | | | | | | |
| **P**: Pre-application **A**: Application **T**: Test **I**: Interview **D**: Documentary evidence | | | | | | |
|  | | | | | | |
| **Prepared by/author:** Donna Cresswell-Duly **Date:** April 2025 | | | | | | |
| **Job title:** Head of Greenspace Development | | | | | | |