

Role profile

Job Title:	Parks Officer
Department:	Leisure and Parks
Directorate:	Economy and Sustainability

Grade:	10
Post no.:	65112
Location:	Various

Role reports to:	Head of Parks and Green Spaces
Direct reports:	N/A
Indirect reports:	N/A

Job description

Purpose of role

- To ensure the boroughs parks and cemeteries are well maintained and presented, so they are a safe and pleasant place for residents to visit and that they contribute to the councils key priorities.
- To be the primary contact and manage and monitor the performance of contractors within parks, allotments, cemeteries and green spaces. As well as the grounds maintenance at any other Council site, such as housing, social services, facilities or highways sites.
- To lead on public and third party liaison and answer enquiries relating to Parks and Green Spaces in the borough.
- To provide expert technical advice where appropriate.

Key accountabilities

- Management of grounds maintenance and other parks related contracts ensuring they deliver value for money for the Council and internal customers and meet the technical specification.
- Undertake contracts monitoring liaising with internal customers to ensure that all sites are maintained to the appropriate standard as specified within contract providing specialist technical advice as and when required. Provide updates to the Head of Parks and Green Spaces on a regular basis.
- Assist with the monitoring of the overall effectiveness of the contracts and suggest changes to the overall contract.
- Assist with the co-ordination landscaping works across the borough ensuring funding deadlines are met, projects are delivered to budget and a managed work programme is provided to the appropriate contractor(s).
- Undertake correspondence and deal with service requests, councillor enquires, general queries and complaints as directed providing an excellent standard of customer service. Provide information so the Contracts Manager

can produce performance indicator records and report on a quarterly basis.
Provide comments on planning applications.

- Assist in overseeing the operational management of buildings and leases ensuring statutory obligations are met and appropriate records maintained and filed
- Contribute to the continual improvement of the Leisure and Parks Service in terms of efficiency and customer service by participating in service developments and reviews.
- Assist with the co-ordination of health and safety issues such as the annual review of risk assessments (sites, buildings, etc), reporting any staff accidents or accidents that occur in parks. Liaise with Corporate Safety with regards to information updates and accident investigations.
- Ensure that satisfactory health and safety working practices are implemented and maintained by contractors and consultants.
- Manage *ad hoc* budgets for grounds maintenance and other contracts to a specified level.
- Identify works required in parks, allotments and cemeteries; to assist with the scheduling of these works; to manage all works as required.
- Liaise with the boroughs' Arboriculture teams on planning issues, storm damage, pests and disease control.
- Manage specific leisure related projects as directed by the Head of Parks and Green Spaces including borough events, volunteer events, preparation/clean-up works.
- Assist in producing and provide advice on technical specifications and other procurement related documents as and when required.
- Any other relevant duties.

Key performance indicators

- Local performance indicators met
- Successful achievement of Service/Team Plans
- Overall / discrete Service Line customer satisfaction indices
- Fulfilling personal action plan

Key relationships (internal and external)

- Line Manager
- Colleagues within the department and throughout the council
- Contractors
- External agencies
- Residents, volunteers and customers

Authority level

- Contractor
- Team plans
- Local budget

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Knowledge of (or ability to learn) health and safety legislation and ability to co-ordinate health and safety issues e.g. by carrying out risk and COSHH assessments, ensuring accidents are reported, monitored, contractors working practices are monitored and assessed, etc.
2. Basic working knowledge of contracts and procuring of these in accordance with internal policies and procedures, and National regulations.
3. Ability to monitor contracts in liaison with other officers and co-ordinate building and lease monitoring to the required standard.
4. Ability to communicate effectively, both verbally and in writing, and liaise with colleagues, line manager, other Council services and external organisations/partners.
5. Understanding of the principles of customer care and the ability to develop initiatives to continually improve customer service
6. Ability to contribute to the Leisure and Parks service plan, and research and produce committee and other reports for line manager and Assistant Director of Leisure.
7. Ability to work with other council officers to develop and implement site development projects providing specialist advice and technical support.
8. Ability to create effective working relationships with line manager, staff, colleagues and councillors and undertake external liaison to create and maintain relationships outside the service.
9. Knowledge of working in partnership with other teams, services including external bodies such as voluntary groups and other public services/bodies.
10. Knowledge and application of the role of parks and green spaces in the community.
11. Ability to work in accordance with the Council's Equalities and Diversity, Health and Safety, Customer Care, Code of Conduct and other policies.
12. Ability to work outside normal office hours as and when required.

Willingness to gain qualification(s), experience and registration

1. A minimum of 5 year's experience in managing and monitoring contracts in a parks and green spaces environment.
2. Recognised parks and green spaces related, horticulture or contracts qualification
3. Computer literate in MS Office (Word, Excel and PowerPoint) and email systems.

4. Willingness to undertake continuous professional and personal development.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards