

<b>Job Description</b>	
<b>Job Title</b>	<b>Green Spaces Officer (North or South)</b>
<b>Service Unit</b>	Leisure, Recreation and Health
<b>Grade</b>	I
<b>Responsible To</b>	Parks and Green Spaces Manager
<b>Responsible For</b>	Volunteers, Work and Graduate placements
<b>Terms and Conditions</b>	NJCLGS Statement of Particulars
<b>Date Created/Amended</b>	July 2020

<b>Job Purpose</b>	
1.	To manage parks, nature reserves, formal parks and other greenspaces within a geographical section of the Borough particularly focussing on the quality of user / customer experience for visitors helping to drive up customer satisfaction and to meet the Service's greenspace standards.

<b>Main Activities (Corporate)</b>	
1.	Be committed to the Council's Vision and carry out work within the spirit and intention of its core values.
2.	An understanding and awareness of the concept of "Making Every Contact Count" (MECC), attending training where necessary.
3.	To represent the Council in a responsible and courteous manner.
4.	To adhere to all Council policies and procedures.
5.	To comply with all Health and Safety legislation and other legal regulations relating to the work involved.
6.	To support the Parks and Green Spaces Manager and other members of the Service Unit's management team in ensuring that the Council's Equal Opportunities Policy and practices are fully complied with, and be personally accountable for carrying out the duties and responsibilities of the post in accordance with these.
7.	To undertake personal development commensurate with the duties and responsibilities of the post.
8.	To assist in fostering a creative and open environment working very closely with the Green Spaces Infrastructure Officer, Green Spaces Capital Projects Officer, Green Spaces Planning Officer and Grounds Maintenance Team where employees feel valued, supported, involved and consulted sharing information with others, showing mutual respect.

<b>Main Activities (Service Related)</b>	
1.	To manage parks, nature reserves, formal parks and other relevant greenspaces within a geographical section of the Borough particularly focussing on the quality of user / customer experience for visitors to the site and taking pride in bringing together strands of work by colleagues to deliver a high quality visitor experience at each significant site. This will also include utilising the Service's greenspaces standards and criteria as a basis to regularly assess and help continually drive up standards across the range of greenspaces within financial and other constraints.
2.	To ensure the health and safety of visitors to sites through pro-active planned asset / health and safety / water safety monitoring visits and responding reactively to reports of hazards from members of the public. To then assess hazards and initiate corrective action primarily by passing issues through to the Greenspace Infrastructure Officer (and Grounds Maintenance Contract Officer as appropriate) to action working closely with them and to subsequently check on follow up visits that hazards have been promptly dealt with.
3.	To assist the Ground Maintenance Contract Officer by undertaking monitoring of performance by the ground maintenance contractor helping to ensure it is carried out on time and to the standard laid down in the specification.
4.	To assist the Greenspace Infrastructure Officer by undertaking monitoring of the condition of park infrastructure assets within all open spaces in the geographical area.

5.	To undertake site based risk assessments of accessible green space to determine and maintain a safe environment, inclusive of water safety, asset management and pavilions.
6.	To address general customer enquiries and reports of problems with sites - including those from Ward Councillors and from external organisations etc. that do not sit with the Greenspace Infrastructure Officer and Grounds Maintenance Contract Officer to action.
7.	To liaise with 'Friends' groups, Community groups and other stakeholders / interested parties in relation to management of sites and with our 'arms-length' allotment associations.
8.	To support and encourage individual residents who make regular reports of issues on sites helping act as 'eyes and ears' on the ground picking up issues in between monitoring and reactive issue visits to sites by the Area Officer.
9.	To identify and action site specific and longer term service improvements working in conjunction with the Greenspace Infrastructure Officer and Grounds Maintenance Contract Officer as appropriate that will improve the quality of site user experience and help drive up customer satisfaction with their experience of visiting sites.
10.	To jointly with the other area Greenspace Officer manage the Council's 'Thursday Conservation Volunteers' undertaking a range of practical conservation and access improvement tasks primarily on the council's nature conservation sites.
11.	To prepare and action site management plans with a particular focus on customer experience (alongside habitat management particularly on nature reserves) and to contribute to site specific 'concept' and development plans working with the Greenspaces Planning Officer.
12.	To assist the Greenspace Infrastructure Officer and Grounds Maintenance Contract Officer with updating the grounds maintenance inventory and digital mapping systems to ensure accuracy of grounds maintenance contracts and asset records.
13.	To develop, action and maintain site management, maintenance and monitoring plans and to update customer service systems, safety / asset and grounds monitoring records as required.
14.	To carry out promotions and activities to encourage a greater awareness of, appreciation and involvement in environmental issues.
15.	To prepare reports to support the work of the Parks and Green Spaces Team for both internal committees and external agencies. This may include the need for in-depth research and analysis, making recommendations where appropriate.
16.	To manage the supervision and training of work Volunteers, experience placements, students and graduate trainees as necessary.
17.	To jointly with the other area Greenspace Officer manage the Council's 'Thursday Conservation Volunteers' and any other volunteers / placements etc
18.	To reactively respond to - and investigate - and as necessary take action to resolve and respond to customer, Councillor and third party reports of all issues with sites including by involving colleagues and other council teams as appropriate.
19.	Any other duties that are commensurate with the post.

#### **Notes On Special Conditions Of Service**

1.	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.
2.	One professional fee paid.
3.	Level 1 Car User
4.	The post will have responsibility for a designated area of the Borough with requirements to cover other areas as required.

Person Specification				
Job Title		Green Space Officer (North or South)		
Category	Essential/ Desirable	Criteria		How Identified
Experience	E	1.	Experience of dealing with the public in a service environment.	2+4
	E	2.	Recent experience of working in horticulture, particularly within an urban context, in either a professional or voluntary capacity.	2+4
	D	3.	Experience of working with community and/or voluntary groups.	2
	D	4.	Experience of Grounds Maintenance Contract Monitoring.	2+4
Qualifications	E	5.	Educated to degree level or equivalent in a relevant subject, such as horticultural studies .	2+5
Knowledge, Skills and Abilities	E	6.	A good general knowledge of environmental as it relates to horticulture and maintenance of green spaces	2+4
	E	7.	Knowledge and application of practical countryside management techniques including construction skills, plant and tree management.	4
	E	8.	Ability to project manage, using resources effectively	2+4
	D	9.	Working with and managing countryside volunteers.	2
	D	10.	An understanding of habitat management, maintenance and monitoring plans.	2+4
	D	11.	Application of environmental education, interpretation and participation.	4
	E	12.	Be able to communicate in a clear, accurate, confident and friendly manner, both in writing and in person.	2,3 +4
	E	13.	Ability to work calmly under pressure and demonstrate effective time management.	2 + 4
	E	14.	Good knowledge of Microsoft packages, to include word and excel.	3 +4
	D	15.	Ability to undertake habitat and ecological surveys..	2+4
	E	16.	An understanding of when and how all amenity horticulture tasks should be carried out.	2+4
	D	17.	Awareness and application of legislation and procedures relevant to the role, including planning, wildlife and countryside and highway legislation.	2 + 4
	D	18.	Knowledge of contract and financial systems.	4
	Personal Qualities	E	19.	High level of motivation and personal enthusiasm.
E		20.	Be flexible and adopt a positive attitude to changing situations.	4
E		21.	To portray a confident and professional manner.	4
Other Factors	E	22.	To understand and be committed to the Council's Core Values and Vision.	2+4
	D	23.	Be able to attend some out of hour's activities.	4
	E	24.	Have a full UK driving licence with access to suitable mortised transport and ability to travel across the borough	2+5

1 = test prior to shortlisting 2 = application form 3 = test after shortlisting  
4 = interview 5 = documentary evidence

Criteria identified by "2", either singly or in combination with any other number, will be used for shortlisting purposes and details should appear on the application form.

Employment Profile												
Job Title	Green Spaces Officer (North or South)											
Competencies		Column 1								Column 2	Column 3	Column 4
Behavioural	N/A	A	B	C	D	E	F	G	H			
Communication						X						
Supporting/ Managing Change				X								
Managing Performance of Others				X								
Managing People				X								
Managing Your Job				X								
Job Attributes				X								
Relating to Others						X						
Decision Making				X								
Generic												
Financial Acumen				X								
Health and Safety						X						
Tools/Equipment/IT				X								
Project Management				X								
Education						X						
Other Factors												
Financial Transactions				X								
Environmental				X								
Physical Demands				X								
Emotional Demands	X											
<b>Column 1</b> Place an X to show job profiles scores (can only be in A, C, E or G) Place O to show person profile scores from discussion with employee (can be placed in all columns)										<b>Column 2</b> Identify the priority development  1-5 Where 1= High 5= Low	<b>Column 3</b> Enter any comments to reflect/justify decision	