

Wirral Council: Job Role Descriptor

Job Role:	General Parks Manager
Service:	Parks & Countryside
Reports to:	Assistant Senior Manager
No of Subordinates:	10 - 21
HR USE ONLY	
Job Role Ref:	OPS0019P
Job Family:	Operations
Grade:	PO4

JOB ROLE PURPOSE

Responsible for the day to day management of parks and open spaces, allotments, countryside, coastal areas, playgrounds, events, trees and cemeteries within a designated area and other areas as service needs dictate; through management of team leaders, rangers and grounds maintenance operational staff and work with Friends groups and other organisations.

KEY TASKS

1. Ensure that work is completed on time and that standards and quality are continuously monitored and improved in line with current performance standards and available resources, utilising performance management as a positive and effective tool.
2. Work with Parks Support Officer responsible for Allotments, allotment site secretaries and plot holders to ensure allotment sites are safe, productive and attractive, in line with agreed standards and strategies
3. Responsible for applications for Green Flag Awards or other similar external accreditation awards for parks.
4. Investigate, resolve and respond to questions, complaints and site problems from Local Members and the public, and initiate appropriate action as requested.
5. Respond to correspondence from members of the public, special interest groups, and other organisations, councillors and MPs within agreed deadlines.
6. Promote nature conservation by the creation, protection and appropriate management of sites.
7. Preparation of Committee reports and attendance at Committee as required.
8. Manage and develop staff through appraisals and the organisation of training and development of staff to increase the section's effectiveness.
9. Responsible for the Health & Safety of the area in accordance with Council Policies including the management of Hand Arm Vibration (HAVS), noise control and Personal Protective equipment (PPE).

10. Prepare specifications and quotations for contract work, and ensure robust contract management takes place within the recognised CDM regulatory framework.
11. Responsible for ensuring compliance with CDM regulations for all relevant works within the designated area.
12. Prepare and submit monthly financial monitoring and performance reports to the Assistant Senior Manager and Senior Manager of Parks & Countryside, and responsible for ensuring service operates within budget.
13. Provide a grounds maintenance service for other client departments in line with current Service Level Agreements (SLAs).

KEY RESPONSIBILITIES

People

Responsible for ensuring that staff and key stakeholders are briefed appropriately in relation to council wide communications and matters relevant to the Service area.

Work with staff from within the Parks & Countryside Service, staff in other departments, public agencies and voluntary organisations in order to carry out improvements to parks, countryside and allotments.

Responsible for consultation, support work and capacity building with user groups, friends of parks groups and community groups. This will involve occasional evening and weekend work.

Responsible for ensuring the induction, appraisal and management of staff performance is in line with Council standards; including identifying and ensuring delivery of specified on the job training for staff.

Carry out the management and implementation of the Council's policies including Disciplinary, Grievance, Sickness and Capability.

Assist in developing good industrial relations with the Trade Unions and representing the service where appropriate in negotiations.

Responsible for the supervision of team leaders, rangers, grounds maintenance staff and volunteers in the area including preparation and monitoring of work schedules.

Liaise with the community, schools, friends groups and other stakeholder groups.

Represent the Parks & Countryside Service at Neighbourhood Forums and Committees as appropriate and liaise with Friends Groups and User Groups.

Responsible for resolving complaints and enquiries in a timely manner.

Financial

Deliver and maintain cost effective service within all budgets allocated.

Responsible for controlling development budgets and budgets for individual schemes and projects.

Responsible for the preparation of estimates for services and the tendering and operation and monitoring of tenders/contracts when appropriate.

Responsible for preparing applications for grant aid and external funding.

Responsible for ensuring that working time is accurate and within budget prior to submission for payment.

Responsible for the co-ordination of monitoring staff costs against targets for the service.

Strategic

Contribute to the production and implementation of relevant strategies and plans in accordance with statutory requirements and Council standards and procedures.

Lead on the production and implementation of site management plans, relevant strategies and plans in accordance with statutory requirements and all Council standards and procedures.

Responsible for raising the overall quality standards in management, improvement and efficiency in parks, open spaces, allotments, countryside, coastal areas and cemeteries in line with the current Business Plan.

Raise the quality and improve the image of Wirral's parks, open spaces, allotments, countryside, coastal areas and cemeteries in line with current Strategic Plan and Strategic Policy.

Responsible for the monitoring and implementation of day to day inspection, maintenance and effective record keeping of all plant and machinery and playground equipment, to ensure its efficient and safe operation at all times.

Development and implementation of a strategy for improving volunteer opportunities.

Manage and implement the Council's policies including Grievance, Disciplinary, Sickness and Capability.

Resources

Responsible for ensuring all work is completed to the highest standards and that standards and quality are continuously monitored and improved in line with current performance standards and within available resources, utilising performance management as a positive and effective tool.

Prepare estimates for services and assist with tendering and the operation and monitoring of contracts where appropriate.

Conduct site surveys and inspections.

Planning and Organising

Manage team and personal workload, changing priorities and objectives as required and in light of resource availability.

Prepare, implement and monitor work schedules, including winter works schedules, which accurately indicate current progress and completion timescales for each area of work.

Responsible for ensuring the monitoring and day to day maintenance of all plant and machinery, including the inspection of machinery and playground equipment to include effective record-keeping.

Responsible for the production of management plans, development plans and action plans for individual parks and open spaces.

Decision Making

Decide on and co-ordinate the development of specific areas of activity or provision such as children's play, football, bowls, cricket and cycling as required.

Decide on, draw up, implement and review priorities and programmes of work for the development of parks, countryside and allotments.

Make decisions in relation to resources including budgets, staffing, equipment and projects in order to provide good quality parks and associated services in ways which make best use of available resources and maintain or increase customer satisfaction.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualification:

- HNC or HND in Park Management Sector or equivalent qualification or experience.

Knowledge & Skills:

- Able to work with Council staff, public agencies, voluntary organisations, allotment groups and plot holders.
- Able to work as part of a team or individually as required.
- Computer skills, including Microsoft Word, Microsoft Excel, & E-mail
- Financial management skills.
- Knowledge and awareness of health and safety and security issues.
- Able to source funding.
- Able to analyse data and to write reports, plans, policies and work programmes.
- Able to give talks and organise events.

- Knowledge and awareness of horticultural techniques.
- Able to undertake Wirral Parks & Countryside Career Pathway training in Park Management.

Experience:

- Experience of managing, developing and promoting Parks, and other green spaces including allotments.
- Experience of Green Flag and other Award Schemes.
- Experience of carrying out site surveys and inspections.
- Experience of carrying out consultation exercises.
- Experience of providing training to voluntary organisations.
- Experience of managing budgets.
- Experience of using procurement systems to purchase goods and services.

Desirable Criteria

Qualifications:

- No additional qualifications required.

Knowledge & Skills:

- Coaching and training skills.
- Knowledge of community development and decision-making techniques.
- Completion of Wirral Parks & Countryside Career Pathway training in Park Management or equivalent.

Experience:

- Experience of one or more parks and countryside related specialisms.

ADDITIONAL WORK ELEMENTS

Ability to work flexible hours, with occasional evening, weekend and bank holiday work.

Able to travel around the borough.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date



16/06/2020
