**Parks Officer Job Profile**

**Job Description**

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| **Job Title:**  Parks Officer | **Grade:**  SO1 |
| **Section:**  Contracts and Leisure (Parks) | **Directorate:**  Environment and Community Services |
| **Responsible to following manager:**  Parks Operations Manager | **Responsible for following staff:**  None |

**Job Purpose**

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| The Parks Officer will support the Parks Team in the monitoring of parks related contracts, ensuring that all contractors deliver their services/duties in accordance with the relevant contract specifications.  The Parks Officer will also support the Parks Team by delivering improvement projects wherever necessary and assist in identifying any areas where improvements are required. |

**Specific Duties and Responsibilities**

1. To assist the Parks Team in monitoring the performance of all parks related contracts daily and ensure continuous improvement by developing programmes of work with contractors.
2. To ensure work achieved is to the highest standard, meeting the expectations of stakeholders and customers always within the available resources.
3. To assist the Parks Team in the monitoring of expenditure across a range of Grounds Maintenance Budgets.
4. To assist the Parks Team with raising purchase orders using the Capita finance system and dealing with the finance related enquiries from contractors, customers and colleagues.
5. To ensure that all contractors (and sub-contractors) meet their obligations and operate fully within Health & Safety requirements.
6. Liaise with other departments regarding maintenance issues and improvement projects.
7. To support the Parks Team in delivering various improvement projects, including the preparation of any relevant documentation and/or communication e.g. the creation of consultations, posters and onsite information with stakeholders and customers.
8. Maintain all electronic records and data in accordance with GDPR legislation and ensure that they are auditable.
9. To deal with customer enquiries via telephone, email and electronic reporting system’s such as Confirm.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the Council’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand the Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive and helpful.** This means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &** I**/ T/ C (see below for explanation)** |
| **Knowledge** | |
| To have a thorough knowledge of and be up to date with developments and trends Local Government and the grounds maintenance industry and undertake research to support continuous improvement | A&I |
| **Experience** | |
| Proven significant experience of contract performance monitoring in a Grounds Maintenance setting | A&I |
| Experience of successfully delivering projects | A&I |
| Experience of dealing with a wide range of internal and external stakeholders, community groups, residents and central government offices | A&I |
| Experience of managing budgets and using electronic finance systems. | A&I |
| Experience of working with customers and stakeholders to improve service outcomes and provision | A&I |
| **Skills** | |
| Ability to deliver successfully to multiple, competing deadlines | A & I |
| **Qualifications** | |
| Relevant Horticulture or Grounds management qualification | A |

**A – Application form I – Interview T – Test C – Certificate**