



Parks & Open Spaces

Operations & Grounds Maintenance Manager Job Description and Person Specification

Job Description

Job Title:	Operations & Grounds Maintenance Manager
Service Area:	Parks & Open Spaces
Function:	Parks & Open Spaces
Team:	Operations & Grounds Maintenance
Post number:	
Grade:	
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	40 hours per week
Base location:	Valentines Park, expected to work at any site in the service of VRCL as requested or designated
Reports to: <i>Job title</i>	Head of Parks & Open Spaces
Responsible for: <i>Job titles of direct reports</i>	<ul style="list-style-type: none"> • Parks Operations Officer • Valentines Park Manager • Grounds Officer • Fleet Co-ordinator • Senior Rangers • Grounds Maintenance and Operations Staff • Business Support & Administration Manager

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<ul style="list-style-type: none"> • To lead and manage the Operations & Grounds Maintenance Service operating and managing 50 parks and open spaces and their staff in the provision, delivery and development of high quality, cost-effective, customer focused green spaces. The Parks & Open Spaces include a range of sites including 9 Main Parks, Hainault Forest Country Park, over 50 buildings, 41 play areas, tennis and basketball courts, sports pitches, outdoor gyms, skate parks and toilets. • To lead and deliver an effective and efficient service by providing effective management of all direct reports and front line teams in carrying out general cleaning of parks, grounds maintenance and ranger duties. • To develop and manage work programmes, monitor service standards, ensure adequate resourcing, meet all financial targets and be the lead responsible for health and safety procedures in the service. • To recruit, manage, develop and coordinate a multi - disciplinary team of up to 50 professional and operational staff and a revenue budget up to £2m. • To create, plan and manage all building and asset maintenance including management of service contracts and priority programme works. • To lead, prepare and develop tenders to win commercial contracts, provide quotations for additional works and have extensive knowledge of operational planning to ensure contracts are delivered in accordance with agreed programmes against financial targets.
<p>Key external contacts: <i>Organisations</i></p>	<p>Council, Government organisations, Local Authorities, Consultants, Contractors & External specialists, Suppliers, Keep Britain Tidy, APSE, Schools, DEFRA</p>
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Chief Executive, Head of Parks & Open Spaces, Parks Development Manager, Heads of Service, Operations & Development Managers outside of Parks & Open Spaces, Finance, HR and Marketing Teams</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Oversee income & expenditure of all assets and equipment at all parks and open spaces.</p> <p>Responsible for Income generation of £1m.</p>

<p>Key areas for decision making:</p>	<p>To lead and manage the operation of 50 parks and open spaces and their staff in the provision, delivery and development of high quality, cost-effective, customer focused green space.</p> <p>Provide professional expertise and advice on matters relating to the service area to the Chief Executive, Head of Service, Board Trustees, Councillors and Colleagues.</p>
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>Parks & Open Spaces is a 7 day per week service including evenings & weekend working patterns will need to cover the full range of opening hours according to need.</p>

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>To lead and manage the Operations & Grounds Maintenance Service operating and managing 50 parks and open spaces and their staff in the provision, delivery and development of high quality, cost-effective, customer focused green spaces. The Parks & Open Spaces include a range of sites including 9 Main Parks, Hainault Forest Country Park, over 50 buildings, 41 play areas, tennis and basketball courts, sports pitches, outdoor gyms, skate parks and toilets.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • To contribute to the overall management of Parks & Open Spaces as:- <ul style="list-style-type: none"> ▪ A member of the Parks & Open Spaces Senior Management Team ▪ at working groups and other strategic meetings • To deputise for the Head of Parks & Open Spaces as required. • To prepare annual budgets for the Operations and Grounds Maintenance Service. • To develop and implement effective strategies and systems to support the continued growth of grounds maintenance and external commercial contacts. • To work alongside the Parks Development Manager in the development, delivery, monitoring and review of parks and open spaces projects and programmes. • To develop and communicate with the Parks Managers a clear vision for the delivery of high quality services at appropriate cost. • To lead on interface with Councillors, community and press.

To lead and deliver an effective and efficient service by providing effective management of Managers and front line teams in carrying out general and specialist cleaning, waste management, grounds maintenance and ranger duties.

This will involve:

- To maximise the commercial income from operations and grounds maintenance in accordance with annual budget targets.
- To work alongside the Parks Development Manager in developing and implementing strategies to increase income and improve parks and open spaces.
- To develop, deliver and review effective plans to deliver these strategies.
- To assist in the production of the annual Service Plan and be responsible for the development and production of the NOPs and EAPs for all parks buildings and thereafter to oversee the delivery of the goals and objectives included in the plans.
- To ensure the development and implementation of effective and appropriate performance management and quality systems within parks, in particular Green Flag.
- To liaise with Leisure Facilities Operations Manager to ensure quality standards for grounds maintenance in all sport and leisure facilities.
- To manage and ensure all plant, machinery and vehicles are suitable maintained and to ensure there is adequate resources to maintain service continuity and minimise disruption.
- To lead on the car parking contract with the approved contractor and the council

<p>To recruit, manage, develop and coordinate a multi - disciplinary team of up to 50 professional and operational staff and a revenue budget up to £2m.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • To line manage all direct reports and all other appropriate staff. • To conduct annual PDRs for all Parks Managers and other appropriate staff, to agree Personal Development Plans and review achievements accordingly. • To be responsible for the recruitment and management of all direct reports in accordance with policy and oversee the development of staff to aid succession planning. • To coach managers to improve performance on a one to one and team basis. • To produce a wide range of statistical and budgetary information with the sophisticated use of appropriate software, particularly Excel and the Company's reporting system (Agresso). • To ensure the continuing professional and personal development of all individuals employed within the operations and grounds maintenance portfolio. • To adopt and be a champion for VRCL's values and personal charter and to ensure the values are embraced and adopted by Parks & Open Spaces staff. • To oversee all sports pitch bookings in liaison with the Bookings Officer and Grounds Officer.
<p>To lead, prepare and develop tenders to win commercial contracts, provide quotations for additional works and have extensive knowledge of operational planning to ensure contracts are delivered in accordance with agreed programmes against financial targets.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • To lead and prepare tenders for commercial grounds maintenance contracts. • To prepare quotations for Additional Work Orders. • To develop new areas of income and identify new business to expand the capacity of the service. • To prepare work programmes and schedules for all additional works and new contracts. • To maintain the play area inspection contract with key clients.

<p>To develop and manage work programmes, monitor service standards, ensure adequate resourcing, meet all financial targets and be the lead responsible for health and safety procedures in the service.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • To oversee appropriate maintenance and improvement regimes for all parks and open spaces. • To be the Parks & Open Spaces lead for Health and Safety Management. • To develop, deliver and review effective Health and Safety policies and procedures for all parks and open spaces. • To develop and implement Environmental policies and initiatives in the parks and open spaces. • To ensure compliance with all VRCL policies and procedures across the parks and open spaces portfolio. • To have extensive knowledge of and lead for the company in working with the Council on dealing illegal encampments, bye-laws, enforcement and dog control orders.
<p>To create, plan and manage all building and asset maintenance including management of service contracts and priority programme works.</p>	<ul style="list-style-type: none"> • To lead on the asset maintenance plan, ensure compliance on all service contracts and lead on the review and maintenance of all play areas inspections. • To ensure adherence to all company directives, legislation and legal requirements. • To oversee the production and review of all risk assessments and method statements for all tasks within the service. • To lead on contractual relationship with LBR Arboriculture Service for tree inspection and maintenance • To have extensive knowledge of insurance and lead on all insurance related matters

General accountabilities and responsibilities

Green Statement

This will involve:

- Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Company/Council’s commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality

This will involve:

- Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
- Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Company/Council’s databases and systems. Any breaches could result in disciplinary measures.
- Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing

This will involve:

- Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working

This will involve:

- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Company will require a DBS Disclosure check and references will be taken up prior to interview.

Equalities

This will involve:

- Complying with the Company/Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote all relevant policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care	This will involve: <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services, ensuring Vision’s values and embraced and adopted
Health and Safety	This will involve: <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management. ▪ Ensure the health and safety of all service users and staff and the company policies and procedures on health and safety are implemented and consistently monitored, including risk assessments, safe systems of work, communication and team briefings.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence. ▪ Provide emergency, out of hours service as part of a rota and make decisions and take action as required.

Person Specification

Post Number:	Job Title:	Operations & Grounds Maintenance Manager				
<i>Method of candidate assessment: A = Application form I = Interview T = Test.</i>				A	I	T
Minimum education/ qualifications:	GCSE Maths & English (C or above)			X	X	
	Educated to degree level or equivalent in an appropriate discipline			X	X	
	A record of continuing professional and self-development			X	X	
Minimum experience/ knowledge/ skills:	A minimum of five years experience in the successful management of parks and grounds maintenance			X	X	
	Extensive experience of managing large, complex services to an excellent standard			X	X	
	All aspects of financial management including budget preparation, profiling and monitoring of approved expenditure across a range of services and achieving income targets.			X	X	
	Developing and implementing performance management and quality management systems including the production of complex reports and performance statistics.			X	X	
	An extremely high level of awareness and understanding of the principles and concepts of equality of opportunity and health and safety at work.			X	X	
	An extensive working knowledge of grounds maintenance operations and amenity horticultural practices, as well as a good working knowledge of the issues facing urban parks and open spaces			X	X	
	An extensive track record of working successfully to win and maintaining grounds maintenance business, as well as nurturing long term relationships with clients			X	X	
	A proven capacity to forge strong, multidisciplinary teams that work collaboratively and positively			X	X	
	Highly developed organisational skills			X	X	

Minimum competencies: <i>Customer focus</i>	Ability to develop and implement effective:- standards of service delivery Customer service strategies promotion, advertising, marketing plans	X	X
	Provides services which have been designed to meet customer needs and expectations and which conform to the highest professional standards, within a framework of accountability to stakeholders	X	X
	Develops clear customer service standards and ensures that self and other staff work to these	X	X
<i>Communicating and influencing</i>	Ability to engage effectively with clients and the political process, liaise and negotiate with contractors and other professional services	X	X
	Well developed communication, influencing and presentational skills	X	X
<i>Building relationships, working together and in partnership</i>	Ability to work well as part of the team.	X	X
	Ability to develop partnership working in the delivery of services including new initiatives.	X	X
<i>Respecting & implementing diversity</i>	Able to understand the importance and relevance of equal opportunities in the provision of services and amongst colleagues.	X	X
<i>Planning, organising & achieving results</i>	Able to develop workable and innovative solutions in problem solving, including the ability to analyse complex resource, managerial problems and develop strategic, creative and practical solutions in business management.	X	X
	Ability to manage time effectively, prioritise workload and work to deadlines.	X	X
	Able to work well under pressure.	X	X
	Able to work on own initiative and without supervision.	X	X
<i>Embracing change</i>	A willingness to undergo personal development and training, in particular in the areas of IT and the use of new equipment.	X	X
	Able to adapt quickly to different tasks and other areas of work when required.	X	X

<p>For those with managerial responsibility <i>Leadership</i></p>	<p>Able to develop, implement and monitor:- -Business, service and team plans -Learning and development plans.</p> <p>Flexibility</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>
<p><i>Managing and developing people</i></p>	<p>All aspects of Human Resource Management including motivating and developing staff.</p> <p>Ability to maintain confidentiality.</p> <p>Works constantly within the principle of value for money actively seeking to work efficiently and thereby release money for other uses, without compromising essentials standards of risk management, health and safety at work</p> <p>Operates Service Level Agreements in a business like way</p> <p>Takes action to resolve grievance, disciplinary and performance issues speedily and effectively within agreed policy guidelines, so as to prevent damage to team effectiveness</p> <p>Possesses the personal credibility to influence and direct the work of others and to inspire loyalty</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>Technical competencies:</p>	<p>Ability to use and operate computer systems including word processing and spreadsheets.</p> <p>Extensive knowledge of the legislation, Codes of Practice and other standards relating to the operation of community sport and leisure facilities.</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>
<p>Special conditions:</p>			
<p>Signature of Employee:</p>	<p>Name:</p>	<p>Date:</p>	