VISION
REDBRIDGE
CULTURE & LEISURE

**Job Description**

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| **Job Title:** | Head of Operations (Parks & Open Spaces) |
| **Service Area:** | Parks & Open Spaces |
| **Post number:** | TBC |
| **Grade:** | VR15 - £63,822 |
| **Hours/weeks:** | 40 hours per week |
| **Base location:** | Wash Lodge, Valentines Park, 210 Cranbrook Road, Ilford IG1 4TG |
| **Reports to:** | Director of Parks & Open Spaces |
| **Responsible for:** | Parks & Open Spaces – Operations Team |
| **Role Purpose and Role Dimensions:** | Provide strategic leadership and overall operational accountability for Vision's Parks & Open Spaces service across Redbridge, ensuring high-quality, safe, accessible, customer-focused and financially sustainable services.<br><br>Lead the planning and delivery of parks, grounds maintenance, allotments, nature conservation, country parks and fleet maintenance services, working through operational managers and specialist leads.<br><br>Develop effective teams, oversee resources and budgets, and build strong partnerships to maintain standards, improve services and support Vision's strategic priorities. |
| **Key External Contacts** | London Borough of Redbridge officers and elected members; contractors and suppliers; Metropolitan Police and Parkguard, residents and service users; community and Friends groups; partner agencies, regulators and relevant professional bodies. |
| **Key Internal Contacts** | Chief Executive, Senior Management Team; Head of Events, Head of Food & Beverage, Head of Health & Well- Being, Parks Managers and operational |

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| | teams; Health, Safety & Compliance Manager; Project Manager; Finance, HR, Procurement and other Vision service teams. |
| **Financial Dimensions:** | Accountability for service budgets (up to £2m), financial planning, forecasting, expenditure control and value for money within delegated limits. Budget value, income targets and delegated financial authority to be confirmed. |
| **Key Areas for Decision Making:** | Set operational priorities, deploy resources and agree service improvement actions within approved budgets and delegated authority. Oversee operational risk and escalate significant financial, contractual, safeguarding, safety or reputational issues. Recommend investment, service changes and contractual decisions requiring higher approval. |
| **Other Considerations: Working patterns** | Flexibility to attend sites, stakeholder meetings and respond to significant operational incidents, including occasional early evening or weekend work as service needs require (arrangements to be confirmed).<br><br>Parks and Open Spaces is a 7 day per week service and working patterns will need to cover the full range of opening hours according to need.<br><br>Postholder has Silver Command responsibilities for the service on a rotational basis. |

## Key Accountabilities and Result Areas

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| **Strategic Leadership & Service Development** | • Lead the development and implementation of operational plans aligned with Vision's strategy and the priorities agreed with Redbridge Council.<br>• Provide clear leadership across the service, translating strategic priorities into deliverable programs and measurable service outcomes.<br>• Advise senior leaders on operational challenges, emerging risks, investment needs and opportunities to improve the parks offer.<br>• To deputise for the Director of Parks & Open Spaces as required |
| **Operational Management & Service Delivery** | • Oversee consistent, high-quality delivery of parks, grounds maintenance, allotments, nature conservation, country parks and fleet maintenance services.<br>• Ensure operational service standards, contractual requirements and agreed KPIs are achieved, addressing underperformance through appropriate managers and action plans.<br>• Ensure effective scheduling, resource allocation, seasonal planning, customer response and operational resilience across sites and services.<br>• Ensure all service operations are delivered in a financially efficient manner while maintaining high standards of service quality. |

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| | • Oversee arrangements for major incidents and service disruption, including severe weather, extreme heat, flooding, dangerous trees and other public safety risks. |
| **People Management & Leadership** | • Lead, support and develop service managers, promoting accountability, collaboration and a positive customer-focused culture.<br>• Oversee workforce planning, recruitment, performance management, training and development, succession planning and staff wellbeing in partnership with HR.<br>• Ensure effective communication and consistent management practices across dispersed operational teams. |
| **Financial & Commercial Management** | • Manage service budgets (up to £2m), forecasts and expenditure, identifying financial risks and delivering value for money.<br>• Produce accurate and timely financial reports that demonstrate robust financial controls, accountability, and compliance with Vision's requirements.<br>• Identify appropriate opportunities for income generation, external funding, efficiencies and sustainable service development, subject to organisational approval.<br>• Ensure effective procurement, purchasing and financial controls in accordance with Vision policies and delegated authority. |
| **Contract & Supplier Management** | • Maintain operational oversight of relevant contracts, service specifications and supplier delivery, ensuring issues are resolved and escalated as appropriate.<br>• Ensure contractors deliver required standards, quality, safety and value for money, working with specialist managers and corporate procurement support.<br>• Support contract reviews, renewal planning and service changes by providing operational evidence, requirements and recommendations. |
| **Health, Safety, Compliance & Risk** | • Maintain overall operational accountability for safe service delivery and compliance with applicable statutory, regulatory and organisational requirements.<br>• Work with Parks Managers and the Health, Safety & Compliance Manager to ensure effective systems, inspections, risk controls, incident escalation and corrective actions are implemented.<br>• Ensure appropriate oversight of tree safety, public access, equipment, vehicles, buildings and other parks assets, using specialist advice where required. |

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| **Asset, Fleet & Environmental Management** | • Oversee planned and reactive maintenance priorities for parks infrastructure, equipment and fleet, informed by condition, risk and service needs.<br>• Promote sustainable horticultural practices, biodiversity, nature conservation, climate resilience and responsible use of resources.<br>• Support the maintenance and improvement of relevant external quality standards and accreditations, where applicable.<br>• Ensure adherence to all company directives, legislation and legal requirements |
| **Stakeholder Engagement & Partnerships** | • Maintain effective working relationships with Redbridge Council, elected members, community groups, contractors, Metropolitan Police and Parkguard and other partner organisations.<br>• Respond appropriately to escalated service complaints, sensitive issues and stakeholder concerns.<br>• Represent the service at relevant internal and external meetings and support clear communication about operational changes. |
| **Service Improvement & Performance Accountability** | • Review operational outcomes and customer feedback to identify and implement service improvements.<br>• Provide accurate operational explanations, updates and corrective action plans when requested for performance reporting; administrative KPI collation and spreadsheet maintenance are undertaken separately.<br>• Promote innovation, proportionate change management and sharing good practice across the service. |

**General Accountabilities and Responsibilities**

The duties listed are neither exclusive nor exhaustive. The postholder may be required to undertake other duties commensurate with the grade and responsibilities of the post.

- Adopt Vision's values and personal charter and contribute to its Sustainability Strategy.
- Comply with data protection requirements, Vision's Code of Conduct and standards of honesty and integrity.
- Support safeguarding and the welfare of children, young people and adults at risk, in accordance with Vision policies.
- Promote equality, diversity, inclusion and excellent customer service.
- Take appropriate responsibility for health and safety, including the safety of colleagues, contractors and service users.

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# Person Specification

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| **Job Title:** | Head of Operations (Parks & Open Spaces) |
| **Service Area:** | Parks & Open Spaces |
| **Assessment Method:** | A = Application I = Interview T = Test / Presentation |
| **Weighting:** | E = Essential D = Desirable |

Selection criteria will be assessed using the methods indicated below. Reasonable adjustments should be offered in accordance with Vision's recruitment policies and the Equality Act 2010.

| Category | Selection Criteria | Method | Weighting |
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| Education and Qualifications | Relevant qualifications in horticulture, parks management, environmental management, business/operations management or equivalent demonstrable senior-level experience.<br><br>Relevant leadership, management or professional accreditation. | A/I<br><br>A/I | E<br><br>D |
| Experience | Substantial experience leading complex parks, ground maintenance, green space or comparable multi-site operational services. | A/I | E |
| Experience | Proven record of managing and developing multidisciplinary teams and delivering high-quality customer-focused services. | A/I | E |
| Experience | Experience of managing significant budgets, financial planning and achieving value for money. | A/I | E |
| Experience | Experience of managing contractors, suppliers, service specifications and operational delivery standards. | A/I | E |
| Experience | Experience of leading organisational changes and implementing sustainable service improvements. | A/I | E |
| Experience | Experience working with local authorities, elected members and diverse community stakeholders. | A/I | D |
| Experience | Experience of overseeing fleet, parks assets, allotments, conservation or country park operations. | A/I | D |
| Skills | Strong strategic planning, prioritisation and organisational skills, with the ability to translate plans into operational delivery. | A/I | E |

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| Skills | Excellent leadership, communication, negotiation and stakeholder management skills, including influencing at senior and political levels. | A/I | E |
| Skills | Commercial awareness, sound financial judgement and the ability to identify efficiencies and appropriate growth opportunities. | A/I | E |
| Skills | Ability to respond decisively to operational incidents, competing priorities and service risks. | I | E |
| Skills | Ability to interpret operational performance information, hold managers accountable for outcomes and implement corrective actions. | A/I | E |
| Knowledge | High level of horticultural and grounds maintenance knowledge relevant to public parks and open spaces. | A/I | E |
| Knowledge | Strong understanding of health and safety, operational risk, statutory compliance and safe contractor management. | A/I | E |
| Knowledge | Understanding of fleet management and maintenance obligations. | A/I | E |
| Knowledge | Knowledge of biodiversity, environmental sustainability and conservation approaches in public green spaces. | A/I | D |
| Other Requirements | Ability to travel between operational sites as required; reasonable adjustments will be considered. | A/I | E |
| Other Requirements | Willingness to work flexibly and respond to significant service incidents where necessary. | I | E |

Recruitment checks and any role-specific qualification or driving requirements should be confirmed by HR before publication.