## Job summary

Role title:Greenspaces Support OfficerDepartment:Greenspaces

#### General description of role

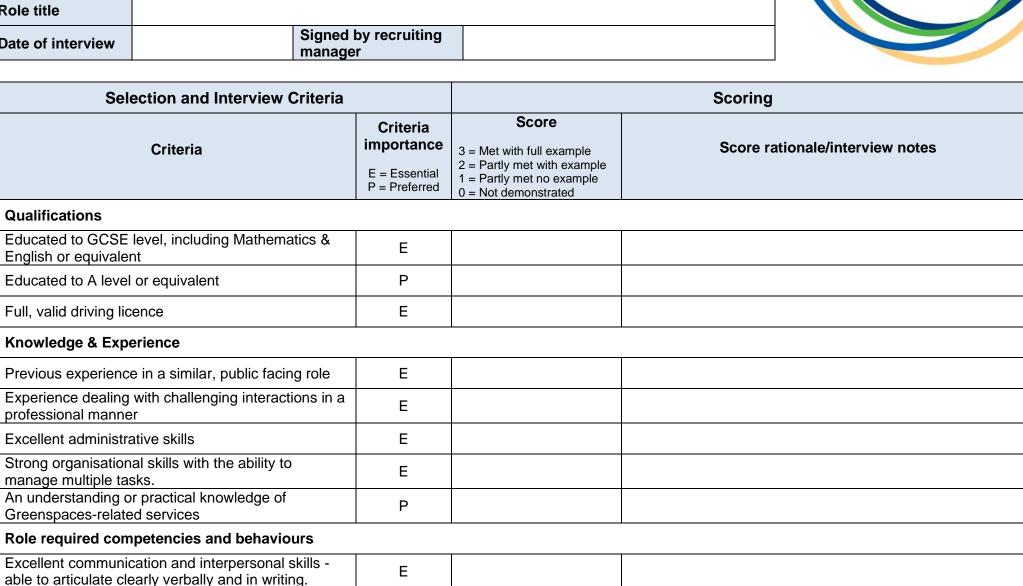
The Greenspaces Support Officer will play a key role in delivering the Council's allotments, sports pitch bookings, and the banner advertising services. Acting as the point of contact for the Greenspaces team, they will be responsible for managing the Greenspaces inbox and ensuring the efficient administration of services. The core duties will include administrating allotment tenancy agreements, raising invoices, and responding to enquiries received via email and telephone.

#### Top duties / responsibilities of role

- To deliver the allotments, sports pitch hire, sponsorship, and banner advertising services.
- Carry out allotment site visits and inspections, working towards full allotment uptake.
- Deliver the borough-wide memorial bench programme.
- To effectively manage the Greenspaces inbox and respond to email and written correspondence on behalf of the Greenspaces team in a professional and timely manner.
- Support in the delivery of small CIL funded projects
- To deal with Greenspaces enquiries in person or over the phone, update the Greenspaces content on the Council's website.
- Undertaking finance tasks using the Council's finance system, including raising purchase orders, and processing invoices.
- Assist with the daily handling, sorting and distribution of incoming and outgoing post, and the printing and sorting of documents including lamination requests to colleagues.
- Undertake data entry into the Council's software systems.
- Liaise with contractors, partners, and internal teams to support service delivery and respond to enquiries
- To support the Council's current organisational policies and assist with the implementation of the new Greenspaces strategy; ensuring they align with the wider organisation corporate plan.

### Person specification and interview assessment form

Candidate name	
Contact number	
Role title	
Date of interview	Signed by recruiting manager



Able to collect, accurately record, process, and present a range of information, manually and electronically to agreed timescales	Е		
Work within a range of defined procedures and processes and statutory instruments, covering service delivery, resource, and relationship management.	Е		
To deliver excellent customer service and to liaise with a wide range of internal and external stakeholders	Е		
Corporately required personal qualities and behav	iours		
Innovative	Е		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	



### Summary of employment package

Place of work	The role will be primarily based at <b>Earlswood Depot, Redhill.</b> We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.			
Salary	Graded <b>A2P - A</b> , the salary will be in the region of A2P - A (scp 26 to 37). £24,714.00 - £31,347 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.			
Duration of contract	The contract will be offered on a permanent basis			
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.			
Hours of work	Hours of work are nominally 36 per week.			
Employment Benefits				
Flexible working hours	Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.			
Annual leave	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.			

	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.	
Pension	You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.	
	Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution=rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution=rates</a>	
Training and development	The Council actively encourages continued professional development and talent development.	
	Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.	
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.	
Car parking / Travel Ioan scheme	The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.	
Cycle purchase scheme	The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.	
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.	
	Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.	

Other Conditions				
Pre-employment checks	Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS): <ul> <li>at least two satisfactory references</li> <li>eligibility to work within the UK, and proof of your identity</li> <li>evidence of relevant qualifications</li> </ul>			
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.			
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.			

### **Great People at Reigate & Banstead**

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

#### **Our Vision**

Working together to make a great place to live, work and enjoy.

#### **Our Values**

Making a difference, doing the right thing, being bold and confident.

#### **Our Behaviours**

We should demonstrate our values by being positive, supportive, flexible, and innovative.

#### Positive: I maintain a "can do" attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

# Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- $\checkmark$  Behave in ways that promote the fair and equal treatment of all

## Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

# Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- $\checkmark$  Challenge the status quo in a constructive way



**Great People**