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| **Service Area:** | Environmental Services |
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| **Job Title/Grade:** | Green Spaces - Technical Admin Officer (Scale 6) |
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| **Responsible to:** | * Open Spaces Operational Officer
* Open Spaces Technical Officer
* Arboricultural Officer
* Service Manager – Green Spaces
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| **Our Culture & Values:** | All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role. We love our staff to suggest new ideas and to have enthusiasm to try out new experiences. |

|  **Main Responsibilities** |
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| * Support the Operational Supervisor, Technical Officer, Arboricultural Officer and Managers in delivering a wide range of Green Spaces services. Providing generalist administrative and technical support across the four key areas of the green spaces department as required, as determined by the Service Manager – Green Spaces.
* Provide excellent customer service by building good relationships with residents, customers and visitors to the Council’s open spaces and cemeteries.
* Maintain up to date knowledge and understanding of Green Spaces services and systems.
* Proactively seek out and resolve potential issues before they arise, escalating more complex and/ or urgent issues as appropriate.
* Accurately and promptly record details of contact using either the Council’s customer relationship management system or alternative Council system, as appropriate.
* Raise purchase orders and invoices. Process customer payments.
* Ensure customers are dealt with courteously and professionally and apply appropriate and effective communication techniques when dealing with customers, including diffusing conflict and managing sensitive situations.
* Provide cover for Cemetery Administration as required.
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| **Sports Pitches** |
| * Review and feedback, issues and pitch availability from previous season, to inform and update sports pitch related terms and conditions.
* Liaise with IT to develop, test and maintain seasonal online applications, incorporating revised terms and conditions and other changes. Monitor the success of new form, providing feedback of required changes and updates to IT
* Create copy for relevant webpages; review updates to online content to ensure accuracy.
* Produce new season calendar
* Update weekly football/ rugby schedules for weekend football cover.
* Update webpages as season progresses.
* Manage, plan and organise activities arising through seasonal enquiries and pitch bookings, including pitch allocations, team contracts, season extensions and/ or discounts/ weeks owed, ensuring validity of public liability insurance, invoicing and chasing debtors.
* Communicate with sports teams on reported issues relating to pitches/ changing facilities and advising the Green Spaces Team as necessary.
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| **Arboricultural Administration** |
| * Provide general and technical administration relating to the Tree Officer, arboricultural operations, Tree Preservation Orders (TPOs), Planning and the Arboricultural Service.
* Provide technical advice to the public for enquiries relating to Arboriculture and TPOs under the legislation set out in Town and Country Planning Act.
* Liaise with contractors ensuring works programmes are coordinated, scheduled and monitored.
* Provide an administration service to the Arboricultural department in relation to Tree Preservation Orders (TPOs), Applications for Tree Works, decision notices, preparation and administration of new and old tree preservation orders.
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| **Open Spaces, Grounds Maintenance** |
| * First point of contact for members of the public regarding the Parks, Open Spaces and Grounds Maintenance Service and to provide cover for internment/ cremation of the deceased.
* Respond to complaints in line with the Council’s customer contact KPIs.
* Ensure that the information contained on the Council's website and other social media platforms is accurate and liaise with the Communications team to update.
* Contribute to, and assist, in the general management of the service through the attendance of meetings as required and when so requested to create agendas and take minutes.
* Facilitate the creation and maintenance of a digital inspection and logging system for the Green Spaces department.
* Provide weekly reports to the service managers for compliance and servicing issues of tools and equipment, vehicles and plant.
* Create and publish digital work sheets for the Green Spaces Team as directed by the service managers.
* Provide admin support to service managers for the facilitation of route optimisation and efficient scheduling of the service.
* Coordinate work sheets for various departments to achieve a live view of completed and scheduled works, and record and create reports for completed works.
* Manage the process for Green Spaces Freedom of Information requests ensuring that deadlines are adhered too and escalating to the Management Team as required to maintain compliance.
* Seek contributions from colleagues across the Council for specialist information. Maintain accurate case notes until a full response is ready to be issued in the portal as advised by the Service Managers.
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| **Cemeteries** |
| * Demonstrate sensitivity and compassion when communicating with bereaved family and/ or friends, offering advice as to the requirements required for organising internments.
* Take bookings, update diary and complete forms in relation to internments in a timely manner.
* Arrange the details for the purchase of burial plots at each cemetery.
* Manage and/ or process the transfer of deeds if grants of probate required in respect of transfers to living members.
* Liaise with Funeral Directors wishing to arrange the use of our cemeteries.
* Manage and/ or process memorial applications from interested parties and schedule fittings with stonemasons.
* Provide relevant information to the Registrar for full burial of body part remains.
* Manage and respond to enquiries from families, and registered bodies for war grave submissions, in respect of searching historic (handwritten) ledgers for details of those interred in family plots.
* Input data onto cemetery software system for new internments, interrogating system and providing reports required.
* Provide advice to customers relating to the Council’s Memorial Policy.
* Undertake any other duties in relation to the cemetery records and bookings system, in liaison with the Cemetery Operations teams.
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| **Other Duties** |
| * Attend training and development courses as required to maintain continuous professional development standards and/ or to meet the Council’s priorities and objectives.
* Perform any other duties as requested in relation to the post.
* Work hours will be required to be varied to attend to scheduled and unscheduled work demands such as weekend and late running funeral services for which overtime payment and/ or lieu time working will be required.
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| **Corporate Responsibilities** |
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| * To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council’s Safeguarding Policy.
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| * To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council’s Health and Safety Policy and procedures.
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| * To support the Council’s Equalities & Diversity Policies.
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| * All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
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| * To contribute to project work arising from the Business Plan and to undertaken any other reasonable duties as may be required from time to time by the Line Manager/ Leadership Team.
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| **Review** |
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| The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Assistant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description. |
| Signed (Postholder): Dated: |

**Personal Specification**

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| **Post** | **Green Spaces Technical Admin Officer**  |

| **Essential Requirements** |
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| **Qualifications** |
| * An intermediate level of competence across the Microsoft suite.
* An entry level of competence in the use of Arboricultural Management Systems, Cemetery Software Systems and CRM.
* Recognised Qualification or equivalent experience in working with Tree Preservation Orders and the Town and Country Planning Act 1947 or willingness to work towards.
* Working knowledge and understanding of the Tree Preservation Orders: A Guide to the Law and Good Practice or willingness to work towards.
* ICCM Exclusive Rights of Burial Training or willingness to work towards.
* ICCM Sexton Training or willingness to work towards.
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| Knowledge and Skills |
| * Strong working knowledge and experience of using Microsoft Office packages.
* Excellent verbal and written communication skills with an ability to communicate information professionally, effectively and concisely.
* Ability to actively listen and use appropriate questioning skills to elicit required information.
* Knowledge of Local Government services, particularly relating to Arboriculture, TPOs and Planning.
* Ability to prioritise work appropriately, work to deadlines and work under pressure.
* Effective at analysing issues and resolving problems.
* The knowledge and processing of Freedom of Information requests and elected member enquiries.
* Of the legislation related to internments, and associated processes, Local Government Cemeteries Order 1977
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| Experience |
| * Experience of working within a technical customer focussed environment, providing advice to customer for Green Spaces, TPO, Cemeteries and Planning Enquires.
* Experience of dealing with sensitive and confidential information.
* Processing of purchase orders, invoices and associated administration.
* Working across a broad range of both internal and external customers.
* Working across the Microsoft suite and bespoke IT systems.
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| Ability |
| * Able to prioritise work appropriately.
* Able to work to deadlines and work under pressure.
* Flexible, proactive and adaptable.
* Effective team working; sharing ownership, team goals and workload.
* Commitment to maximising potential and continuous improvement of self and of service.
* Able to contribute positive suggestions and willing to take forward.
* Able to establish and maintain effective relationships with people at all levels.
* Able to demonstrate a commitment to customer service.
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