Job Description

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| **Job Title** | Assistant Senior Manager |
| **Grade** | PO10 |
| **Reporting To** | Head of Service: Parks & Countryside & Fleet Manager |
| **JD Ref** | OPS0020P |

**Purpose**

Assist the Head of Service in ensuring the efficient and effective management of the Parks & Countryside Service, including monitoring and contributing to the Parks & Countryside Business Plan, performance management, establishing and maintaining governance systems to ensure the service complies with all statutory and corporate requirements, and creating and implementation of development programmes for all staff and volunteers.

Responsible for the management (including compliance and HR functions) and development of parks and countryside sites, open spaces, coastal areas, trees, playgrounds, events and allotments throughout the designated areas and the grounds maintenance of other sites on behalf of clients in line with current service level agreements within the designated areas.

**Main Duties And Responsibilities**

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.

**Team Leadership and Management:**

* Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
* Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
* Through continuous improvement strengthen the tools, practices and impact of the service.

**Communication, Engagement and Training:**

* Assisting and supporting the Head of Service for Parks and Countryside, in effective management to consistent standards of good practice, including delivery of robust financial management.
* Responsible for the management of staff through appraisals and the organisation of training and development of staff to increase the section’s effectiveness.
* Represent the Parks & Countryside Service within the Council and with external organisations, including deputising for the Head of Service Parks and Countryside.
* Responsible for the Health & Safety of the area in accordance with Council Policies including the management of Hand Arm Vibration (HAVS), noise control and Personal Protection Equipment (PPE).
* Responsible for the provision of a grounds maintenance service for other client departments in line with current Service Level Agreements (SLAs).

**Data Analysis and Decision-Making:**

* Establish a performance management framework and process to drive the Parks and Countryside Service work programme, including creating actions for the Parks & Countryside Business Plan and Development Plan as directed by the Head of Service.
* Responsible for monitoring, reporting and advising on the operational effectiveness and efficiency of the Parks and Countryside service. Including quality control in line with all current prescribed standards including the Green Flag Award.
* Responsible for ensuring the Parks and Countryside Capital Programme is well managed, delivered withing timetable, including preparation of and submission of monthly financial reports to the Head of Service Parks & Countryside.
* Seek alternative sources of funding, grants, sponsorship, commercial income etc, preparing grant applications, funding bids, and business cases.
* Responsible for ensuring that specifications and quotations for contract work are prepared, and ensuring robust contract management takes place within the recognised CDM regulatory framework.
* Prepare reports, undertake correspondence, give advice and attend meetings, inquiries and legal proceedings associated with the work of the Parks & Countryside Service, including preparation of Committee reports and attendance at Committee, as required.
* Investigate, resolve and respond to questions, requests, correspondence, and complaints from, Local Members, special interest groups, other organisations, and the public, within agreed deadlines.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Ensure that all service initiatives adhere to relevant legislation, policies and practices.

**Other:**

* Any other duties commensurate with the grade.

**Role Specific Knowledge, Experience And Skills**

**Qualifications**

* Degree in Park Management Sector or equivalent qualification or experience

**Knowledge & Skills**

* Advanced level of understanding of parks and open spaces good practice.
* Advanced theoretical and practical knowledge of horticulture, arboriculture and grounds maintenance.
* High levels of communication skills in order to disseminate complex information to a wide range of audiences including non specialists, and promote the service and liaise with friends groups, user groups and stakeholders and colleagues.
* Demonstrates strong leadership and influencing skills.
* Demonstrates excellent problem-solving skills, including a knowledge of and skill in utilising systems to carry out problem solving.
* High level of analytical skills in order to interpret complex information and produce strategies for the medium and long term.
* High levels of IT skills with ability to use software for scheduling, resource management, reporting, analysis and communication.
* Able to progress activities by making decisions without frequent access to more senior officers.
* Undertake Wirral Parks & Countryside Career Pathway training in Park Management or equivalent.
* *Desirable – Coaching and training skills.*

**Experience**

* Working in public parks or related sector in a managerial capacity.
* Managing six figure operational budgets
* Generating significant income.
* Meeting challenging performance targets.
* Motivating and co-ordinating multi-disciplinary teams including staff, volunteers, consultants and contractors.
* Managing Health and Safety.
* Developing, awarding and managing contracts.
* Strong networking and stakeholder management skills.
* Successfully influencing and negotiation.
* *Desirable - Experience of developing and maintaining positive working relationships with elected members, employees and the wider community using political sensitivity.*
* *Desirable - Experience of taking responsibility for delivering expected outcomes, giving credit to teams and individuals where appropriate.*
* *Desirable - Experience of working with the commercial sector.*
* *Desirable - Completion of Wirral Parks & Countryside Career Pathway training in Park Management or equivalent.*

**Additional Information**

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Driving duties
* Exposure to persons with challenging or aggressive behaviour

**Approved By:**  **Matthew Humble, Head of Service**

**Parks & Countryside and Fleet**

**Date Of Approval: 5 August 2025**