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# **Job Description: Greenspaces Monitoring Officer**

# Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

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| **Job Description** |
| **Job title:** | **Greenspaces Monitoring Officer** |
| **Service:** |  Environmental Services |
| **Team:** | Parks & Countryside |
| **Location:** | The Burys, Godalming, Surrey, GU7 1HR |
| **Reporting to:** | Greenspaces Contract Officer |
| **Responsible for:** | Contract compliance and performance monitoring of the grounds maintenance contract and other contracts |
| **Our Organisational Values**  |
| **Collaboration**A black background with a black square  Description automatically generated with medium confidence | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others. |
| A black background with a black square  Description automatically generated with medium confidence**Wellbeing** | We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have. |
| **Trusted**A black background with a black square  Description automatically generated with medium confidence | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership. |
| **Value for Money**A black background with a black square  Description automatically generated with medium confidence | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes. |
| **Professionalism**A black background with a black square  Description automatically generated with medium confidence | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |

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| Principal purpose of the role |
| * To monitor and record the performance of the Council’s Grounds Maintenance Contract and other contracts for parks, recreation grounds, play areas, cemeteries, sports pitches, public conveniences, pavilions, countryside and housing areas; to ensure compliance with the service specification.
* Results of data collected, inspections undertaken and complaints investigated will be used by the post-holder in liaison with contractors, members of the Parks & Countryside Team, service users and the departmental management team to ensure compliance with contract conditions and specifications.
* Additionally organise and arrange ad-hoc works through our main contractor and other contractors to assist in the improvement of the Council’s green spaces and facilities.
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| Main duties and accountabilities |
| * Provide excellent customer service on behalf of the Parks & Countryside team in accordance with the Council’s Customer Service Standards by taking ownership of customer enquiries/complaints or issues.
* Generate and undertake programmed and ad-hoc inspections of the Council’s grounds maintenance services and other contracts to ensure they are being undertaken in accordance with their relevant contract conditions and agreed service level agreements. Such programmes are to be drawn up to the satisfaction of the Greenspaces Contract Officer and Greenspaces Manager.
* Investigate complaints made by members of the public, elected Members and others. Effectively resolve issues, as far as is possible, to the satisfaction of all, and clearly communicate findings with those who have made complaints and with the contractor. Solve problems and broker solutions to issues and provide instructions to contractors to carry out work or to remedy defects when work has not been carried out to contractual or legislative standards.
* Assist both the contractor and Council by making recommendations to improve the operational efficiency of the services delivered. Additionally being responsible for identifying any contract mapping anomalies found during monitoring inspections, in order that records can be amended.
* Ensure, in conjunction with the Greenspaces Contract Officer and Greenspaces Manager, that performance targets are set, monitored and, where possible, achieved.
* Collect data and keep accurate records relating to the performance of the contract(s), and liaise with relevant contractors regarding any specific performance issues.
* Regularly examine records kept by the contractor, including those relating to training, complaints, stock control, accidents and safety procedures. Carry out regular audits of contractors’ operations and practices. Report any adverse findings to the contractor, the Greenspaces Contract Officer and Greenspaces Manager and ensure effective remedial action is taken.
* Attend, and take an active role in meetings held with the contractor at which performance and contract compliance issues are to be discussed. Attend and take an active role in meetings with officers from other departments.
* Take a lead in liaison with Sports Clubs and Associations that use, and represent the users of the Council’s facilities. Ensure service specification for sports pitches is complied with, and make any recommendations in light of any industry improvements.
* Contribute to the annual survey of Sports Clubs, Residents and tenants and organise meetings as required.
* Undertake quarterly allotment inspections, report findings and make recommendations to the Greenspaces Contract Officer.
* Attend regular estate walkabouts with managers of the Council’s Senior Living Units, and also attend regular walkabouts of the Council’s Housing estates with the relevant Housing officers. Organise attendance by the relevant contractor(s), and make any recommendations futher to the walkabouts.
* To maintain confidentiality and observe data protection and associated guidelines where appropriate
* **Business Continuity**

Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.* **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required |
| Dimensions of the role |
| * Responsible for monitoring contracts with the following approximate annual values:
	+ WBC GM Contract: £ 1,100,000
	+ Ad Hoc contract works £ 220,000
* The Council indicator for grounds maintenance contract requires:
* regular inspections of parks, countryside, sports facility, public conveniences, pavilions and housing contract work areas
* In addition to this there will be inspections of any customer generated complaints relating to WBC contract areas and also the monitoring of ad-hoc contract works commissioned.
* Dealing with customer enquiries by phone, email, letter and office visits.
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| Areas of Accountability/Problem Solving – Decision Making / Scope for Impact |
| * Providing excellent customer service and take ownership of customer enquiries
* Respond to customer enquiries either by; phone, email, letter or in person in an appropriate manner and provide accurate, error free written responses
* Accurate interpretation of the existing contract specification, terms & conditions and service level agreements to ensure contracted works are undertaken in accordance with them. Where necessary, application of standards of industry best practice or of relevant legislative requirements
* Accurate recording of works monitored, and error free input of this data into the Grounds Maintenance database
* Make recommendations as to effective contract sanctions following investigation or inspection, including issuing additional work instructions, rectification notices and penalty default notices
* Direct liaison with contractors, customers and elected members to resolve issues and negotiate appropriate remedial action
* Dealing fairly with complainants and the contractor to determine the party responsible for service delivery problems
* Present findings of investigations and inspections at formal and informal meetings.
* Compiling evidence, and devising appropriate solutions to contract performance issues.
* Maintain a detailed evidence-based record of the performance of contractors to enable participation in departmental service reviews.
* Cross department collaboration where there is a shared interest
* Make recommendations for efficiency savings or improved service delivery in accordance with any advances in industry guidance
* Identify areas for improvement
* To carry out any other duties as are considered commensurate with the post.
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| Planning/Organising/Controlling |
| * Monitor contractor’s work schedules
* Generate and undertake daily programmed inspections
* Grounds maintenance database
* Monitor contract key performance indicators
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| Customers and Contacts |
| Internal* Officers across all sections of the Council; Communities, Housing, Environmental Services, Finance, Estates & Property, Planning, Legal and Land Charges and Councillors

ExternalGeneral public, contractors, allotment holders, fairs, committees, Lions and Rotary clubs, conservation groups, sports clubs, sports associations, volunteers, ‘Friends of’ groups, residents associations, Surrey County Council, district & borough councils, town & parish councils and statutory bodies. |
| Service/Team Structure |
| Greenspaces ManagerHead RangerGreenspaces Contract OfficerPrincipal Arboricultural OfficerProjectOfficerPromotions & Project Officer4 x RangersSeasonal RangerArboricultural OfficerAssistant Arboricultural OfficerGreenspaces Monitoring OfficerEvents OfficerArboricultural Technician2 x Arboricultural Inspectors |

**PERSON SPECIFICATION**

**Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.**

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|  | Person Specification |
|  | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | Knowledge and understanding of contract compliance and interpretation of contract specifications, terms & and service level agreements. | **A/I** | A qualification in amenity horticulture or relevant technical discipline. | **A/I** |
|  |  | Qualification in contract monitoring or the application of quality systems. | **A** |
| Word processing skills and proficient in using Microsoft office packages to a proficient standard | **A/I** | Training or qualification relating to health & safety, customer liaison, asset management systems or Geographic Information Systems. | **A** |
|  |  | Understanding of Local Government, its structures and in particular its public accountability | **A/I** |
| **Knowledge /**Technical Skills | Experience of working with contractors in a relevant customer-based service. | **A/I** | Knowledge or previous experience of working for Local Government  | **A/I** |
| Ability to accurately record information and results of inspections and investigations | **A/I** | Knowledge of Parks and Countryside service area | **A/I** |
| Excellent negotiator, with ability for critical thinking and practical problem solving.  | **I** | Experience of using software systems and technology to assist in work duties | **A/I** |
| Excellent customer service and an ability to| deal with difficult customers and negotiate acceptable solutions | **I** |  |  |
|  |  | Awareness of Safeguarding | **A/I** |
| Communication | Excellent verbal and written communication skills  | **A/I** |  |  |
| Ability to produce accurate, error free and clear written responses to messages and enquiries | **A** |  |  |
| Ability to deal diplomatically with confidential and sensitive matters | **I** |  |  |
| Customer Service | Ability to respond appropriately to customer needs | **A/I** |  |  |
| Understanding of and commitment to promoting equality and diversity in service delivery and employment. | **I** |  |  |
| Accurate spoken English is essential for the post | **I** |  |  |
| Team Working | Ability to work on own initiative and as a positive influence as part of a team | **A/I** | Experience of working as part of a team | **A/I** |
| Managing self and others | Good organisational skills and ability to work efficiently. | **A/I** |  |  |
| Capable of prioritising tasks to meet competing demands | **A/I** |  |  |
| Good diary Management | **A/I** |  |  |
| Can do approach / Achieving results | Enthusiastic | **I** |  |  |
| Is committed to delivering high quality results, to the best of ability | **I** |  |  |
| Is willing to learn and develop | **I** |  |  |
| ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST\* | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. | **A/I** |  |  |
| Full and valid driving licence | **A** |  |  |
| Attends site inspections as required in the role and in accordance with the Business Travel Policy | **A/I** |  |  |

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assesed:**

A = Application CV/Personal Statement

C = Certificates/professional Registration

D = DBS police check

E = Exercise

I = Interview

M = Medical assessment

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| For Official Use only |
| **Job title:** | Greenspaces Monitoring Officer | **Post no:** |  |
| **Service:** | Environmental Services | **JE score:** |  |
| **Team:** | Parks & Countryside | **Pay band:** |  |
| **Location:** | The BurysGodalming, Surrey GU7 1HR | **Position type:**(if part time, working pattern) | Full time37 Hours/ Five day week |
| **Competencies:****(level 1 – 4)** | **Communication:** | **2** |  |
| **Customer Service:** | **2** |
| **Team Working:** | **2** |
| **Managing Self and Others:** | **2** |
| **Can do approach/Results:** | **2** |

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| Reviewed By: |  | Date: |  |
| Checked in: | HR  | Date: |  |
| Last Updated: | 15/09/2025 | Date: |  |