
Recruitment information

Job description and person specification

Your title	Green Spaces Officer
DBS check	N/A
Post number	New
Your team	Culture, Leisure and Environment
You would be based	Civic Centre, High Street, Esher
Your line manager	Green Spaces Manager



Elmbridge
Borough Council

About the role

You will be passionate about providing high quality green spaces and working with communities to make Elmbridge a great place to live, work and play.

You will be the first point of contact for our Councillors and Communities responding professionally to queries or concerns about our green spaces. You will manage the grounds maintenance contract.

You will line manage the Green Spaces Monitoring Officer to ensure the delivery of the grounds maintenance contract and to follow up on concerns or queries with site visits to confirm locations and the nature of any concerns. You will support the implementation of actions within the Green Space service delivery plan to achieve our vision, strategic aims and objectives.

You will have the opportunity to contribute and deliver continued development of the Green Spaces service areas through consultation with the community and partners.

Most of all, you will be working within a great team environment seeking to improve the lives of some of our most vulnerable and deserving residents.

With an excellent personal development programme and support, you will have the opportunity to shape your own development and growth and make a real impact in the community.

The main purpose of the role:

Effective monitoring of the contract performance and working in partnership with the contractor to provide evolving services to meet the needs of the community.

Manage the delivery of the Grounds Maintenance Contract and the day-to-day telephone calls or emails with queries about the maintenance of our green spaces.

To deal with customer feedback, including visiting sites to validate any complaints or concerns where service delivery has not been achieved.

To work closely with other internal and external partners (Surrey County Council, Surrey Police, Environment Agency etc..) to ensure the green spaces are safe and welcoming to all visitors.

To support the Green Spaces Manager in the delivery of the green spaces grounds maintenance contracts on land owned or managed by Elmbridge Borough Council e.g. parks, cemeteries, commons, recreation grounds, as well as associated works, fencing, soft standing/hard surface areas etc.

To support the Green Spaces Manager in the provision of advice and guidance on green space matters to all relevant shareholders including residents, users, members and external organisations.

Specific duties and responsibilities

To effectively respond to correspondence, both internal and external, in accordance with the Council's Customer Services Policy.

To manage the grounds maintenance contract and other maintenance contracts.

To raise the profile of the Green Spaces Service through effective use of the council's communications channels, working closely with Corporate Communications Team and council's Customer Service team.

To research, analyse data, assist with the preparation of reports, strategies, programmes and budgets as required.

Develop and maintain full and effective liaison with other teams within the council. To comply with the council's standing orders, financial regulations and its various policies relating to the service's activities.

To provide effective administration and support for the Green Space Team including answering telephone\ email enquiries, raising orders for goods and services, invoicing, utilities etc.

To ensure that all relevant legislation is applied to the Contracts and appropriate action taken for non-compliance.

To maintain and monitor a database for the regular completion and review of relevant risk assessments.

To liaise with Surrey Police towards implementing & developing the Council Community Strategy Partnership.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Insert title Green Spaces Officer

Team: Culture, Leisure and Environment

Salary: S02 SCP32 £42,097 – S02 SCP34 £44,120

Post no: n/a

Hours: 36 hours per week

Car allowance C1 Essential Car User Allowance

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application (A) Test (T) Interview (I)
1.	A qualification at or equivalent to a degree in one of the following subjects: Project management, Horticulture or Landscape Management.	D	(A)
2.	RHS Level 2 Certificate or equivalent.	D	(A)

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application ¹ (A) Test (T) Interview (I)
3.	Management experience in a multi-disciplined environment in the public/private sector	E	(A) (I)
4.	Highly organised administrator able to work within a busy office environment	E	(A) (I)
5.	Management and administration experience in landscape and grounds maintenance or relevant contracts.	E	(A) (I)
6.	Experience in GIS, contract and financial management computer systems.	D	(A) (I)
7.	Experience of working with local Councillors, community groups or residents to design and deliver improved services and facilities.	E	(A) (I)

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application ¹ (A) Test (T) Interview (I)
8.	Knowledge of legislation and industry best practice relating to green spaces including	D	(A) (I)

	health and safety, risk assessments and other statutory requirements.		
9.	High levels of customer service and communication skills.	E	(A) (I) (T)
10.	Able to work independently and as a member of a team.	E	(A) (I)
11.	Problem solving and prioritising work.	E	(A) (I) (T)
12.	Flexible approach to changing work arrangements.	E	(A) (I)
13.	Capable of innovation, creative thought and generate new initiatives.	E	(A) (I)
14.	Competent in the use of IT packages and the ability to learn and use bespoke IT packages as required.	E	(A) (I) (T)

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application ¹ (A) Test (T) Interview (I)
15.	Full driving licence and access to own transport during working hours.	E	(A) (I)
16.	Flexible working arrangements within 36-hour week.	E	(A) (I)
17.	Occasional requirement to work outside normal hours, callout, weekends and evenings.	D	(A) (I)