JOB DESCRIPTION

Effective Date: September 2026	**Location:** Park Wood Depot
Job Title: Green Spaces Operations Manager	**Grade:** 10
Responsible to: Green Spaces Manager	**No. of Staff Responsible For:** 4

PURPOSE OF JOB

To deliver and embed cultural change across the green spaces team to ensure health, safety and welfare are at the core of everything the team does, whilst moving towards a more sustainable and environmentally conscious approach to green space management.

This manager is responsible for motivating and leading the team, particularly the Team Leaders, through this change, delivering best practice and embracing a learning culture, where improvements are identified and innovation is embraced.

They hold the overall responsibility for the operational team for maintaining and improving green spaces across the Borough to deliver the objectives and management plans set out by the Green Spaces Team but focused on empowering and motivating the Team Leaders to take accountability and provide strong leadership, mentorship and support to their teams.

To ensure the operation team delivers a high-quality service to meet the needs of visitors and residents of Maidstone, focused on achieving the aspirations of the Corporate Plan and the Biodiversity and Climate Change Action Plans.

This role is fundamental in translating the Council's aspirations into deliverable actions, ensuring the team understands their role and contribution to achieving this.

MAIN ACCOUNTABILITIES

- Responsibility for the health, safety and welfare of all green space operational staff, ensuring compliance with legislation, HSE guidance, best practice and permit conditions.
- To manage the operational team responsible for maintaining and improving green spaces across the Borough, including setting performance standards
- To work with the Green Spaces Manager to identify the delivery methods to achieve the corporate and team objectives and the individual management plans for each park
- To manage resources to ensure sufficient cover across all aspects of the service
- To identify innovative opportunities to improve productivity, quality, performance and safety of the teams through investment in technology and equipment.
- To elevate the profile of the grounds maintenance service with key stakeholders in the Borough including local Members, Kent County Council, local businesses, schools and Parish Councils
- To ensure performance standards are achieved and requests for service are carried out within agreed timescales
- To identify and eliminate poor or bad practice which may have a detrimental impact on the health or wellbeing of the workforce or public or a negative impact on public perception of Maidstone.
- To review service delivery and benchmark against neighbouring authorities and private sector to demonstrate value in terms of budget, environment and social value.

- To consider the optimum service delivery methods including consideration of outsourcing elements of the service where this can be delivered more cost effectively and with improved service outcomes than in-house.
- To implement technology for the effective management of play area inspections and ensure records are maintained to protect the council from claims
- To empower the Team Leaders to be at the heart of the day to day operation of the team, and to motivate and coach them to be lead in a dynamic and engaging way, taking initiative and being accountable for their teams.
- Provide direction and oversight to the Team Leaders ensuring regular check-ins are carried out, performance and disciplinary issues are managed according to council policy and staff welfare is promoted with a focus on reducing sick leave, accidents and near misses.
- To manage the staff budget including use of agency and overtime to ensure service can be delivered effectively and within budget
- To manage health and safety within the team, ensuring it is seen as a core value of all staff and standards are adhered to reducing the risk of accident or injury
- Ensure all necessary risk assessments and safe working procedures are in place for all work to be completely safely and that these are actively monitored across the teams including carrying out spot checks
- To monitor performance across a range of KPIs including use of the telematics to ensure efficient and safe driving practices
- To work with the Transport and Compliance Manager to deliver the Council's Green Fleet Strategy and ensure that the service has the equipment and vehicles required to deliver the objectives whilst minimising the impact on the environment
- To act with objectivity when considering complaints and to fully consider the implications to the Council, Service and Team when determining restorative actions to resolve such complaints.
- Investigate any accidents, near-misses, or complaints to identify lessons learnt and actions required to reduce the likelihood of further occurrence. To work with the Transport and Compliance Manager to determine reporting requirements for such incidences.
- To encourage and motivate the grounds maintenance team to ensure high standards of work are achieved and to develop a strong team ethos amongst the workforce
- To work with the Green Spaces Asset Supervisor to ensure the Authorised User List is kept updates and applied effectively, that staff are trained according to their abilities and that all assets are respected and protected against misuse, loss and damage.
- Identify training requirements across the team and ensure these are delivered, documented and reviewed regularly. Be able to organise and utilise the labour force when dealing with emergencies e.g. storms, flooding or pandemics
- Communicate with customer at the required level, resolving operational service complaints
- **Commitment to the Council's Strategic Plan**
- **To undertake any training and development as required**
- **To comply fully with the Council's Equal Opportunity Policy**
- **To comply fully with the Council's Health and Safety at Work Policy**
- **To assist as required in the Council's Emergency Plan**
- **To comply fully with the Council's IT Security Policy**
- **To undertake other duties commensurate with the grade of the post**

PERSON SPECIFICATION

Green Spaces Operations Manager

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	NVQ Level 4 / Btec in an applied subject	Essential	Application
	Level 5 Management Qualification	Essential	Application
	GCSEs in English and Mathematics (minimum grade C)	Essential	Application
	Play Area inspection qualification RPII	Essential	Interview
	Risk Assessment Training	Essential	Interview
	IOSH Managing Safety	Essential	Interview
	Tree inspection training	Desirable	Interview
	Knowledge of Microsoft Office software and a basic understanding of Geographical Information Systems (GIS)	Desirable	Interview
	This role requires excellent interpersonal skills with the ability to engage with a wide range of individuals and communicate information clearly and concisely	Essential	Interview
	Ability to find innovative solutions and develop creative ideas	Essential	Interview
	This role should be assertive and proactive with a commitment to high standards of service delivery.	Essential	Interview
	This role requires excellent problem-solving skills and the ability to work on own initiative as well as part of a team.	Essential	Interview
	Can express themselves clearly and effortlessly, speaking with fluency and spontaneity.	Essential	Interview
Experience	Experience of managing a team	Essential	Interview
	This role requires experience in a service delivery environment, with excellent customer service and organisational skills and the ability to work under pressure to challenging deadlines.	Essential	Interview
	Experience of managing frontline operational teams with attention to health and safety	Essential	Interview
	Experience of managing change, including staff engagement, consultation and employee relation issues	Essential	Interview

COMPETENCY PROFILE

Work Together	• Be a team player – work with the team to embed new practices and deliver cultural change • Support others – identify opportunities for success planning and upskilling of staff • Communicate well – deliver clear instructions to set out performance standards and expectations
Respect Everyone	• Treat everyone fairly and with respect – develop a team culture based on respect and team support • Include everyone – promote team involvement in shaping the future delivery of the service • Challenge bias – tackle unacceptable behaviour and take a robust approach to dealing with language and behaviour within the workplace
Develop and Grow	• Give and respond positively to feedback – take a constructive approach to learn lessons from complaints • Keep learning – build a learning culture whereby new ideas are tested • Try new things
Make a Difference	• Take responsibility – identify challenges and take responsibility for improvements. • Be a problem-solver – focus on identifying solutions • Be open to new ways of doing things – pilot new technology and equipment
Care	• Be honest – give constructive feedback to the team, be honest about good and poor performance • Provide a great service • Take care of yourself and others