

## Job Description and Person Specification

<b>Job title:</b>	Grounds Maintenance Officer
<b>Directorate:</b>	Economy and Environment
<b>Service:</b>	Transport & Countryside
<b>Team:</b>	Countryside
<b>Post number:</b>	00923
<b>Salary grade:</b>	G
<b>Work location:</b>	Market Street Office
<b>Reports to:</b>	Grounds Maintenance Team Leader
<b>Supervises:</b>	N/A

### Job Purpose

To assist the Grounds Maintenance Manager with the management and enhancement of parks and open spaces.

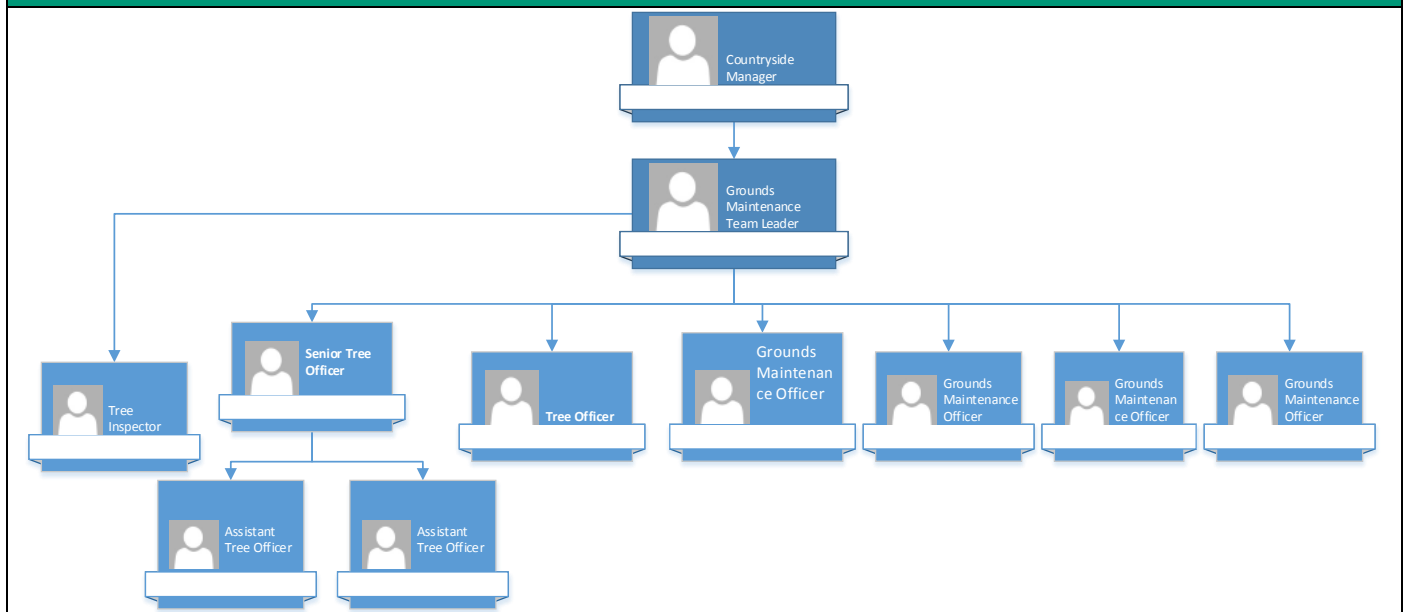
To monitor the grounds maintenance and tree maintenance contract, liaising with contractors to ensure the contracts deliver the best possible outcomes for the residents and communities of West Berkshire.

To contribute effectively to the delivery of Service projects which aim to improve the green infrastructure of the District.

To implement capital enhancements to open spaces and associated recreational assets, to ensure they remain fit for purpose into the future.

As part of a team advise on landscape schemes submitted as part of development proposals in West Berkshire.

### Structure Chart



## Main Duties and Responsibilities

- To assist with the day to day management of the West Berkshire Council grounds maintenance contract. This requires regular monitoring, evaluation of performance and issuing instructions to contractors. There is significant day to day contact with contractors, customers and other stakeholders in fulfilling this role.
- The post holder will keep inspection records and will produce simple performance reports on a monthly basis.
- To undertake regular site inspections of open spaces and parks to establish what capital funded enhancement works are required.
- To undertake site inspections to monitor repair work to site infrastructure including buildings and play areas.
- To programme capital improvement works, procure the works and assist the Grounds Maintenance Team Leader in overseeing implementation of the countryside capital programme.
- To assist the Grounds Maintenance Team Leader in dealing with enquiries, complaints, claims or problems relating to parks and open spaces. There is significant day to day contact with customers and other stakeholders in fulfilling this role.
- To work with, foster and maintain effective working relationships with contractors, other services within the Council, elected members and the general public.
- The postholder will be expected to investigate requests for service and deal directly with customers and communities to resolve issues as they arise.
- The postholder will assist in the investigation of complaints through the Council's complaints process.
- This role is responsible for all preparation work for the submission of key parks and open spaces into the national standard Green Flag Awards.
- To provide support to the Traveller Liaison Officer as required. This requires adherence to strict policy and procedure and an awareness of health and safety guidance.
- To attend contract review meetings and submit findings both verbally and by written report where necessary.
- To seek quotations from contractors as required and thereafter to issue written work instructions to contractors.
- To provide assistance with the booking and maintenance of sports pitches as required.
- To assist with the monitoring and maintenance of the Grounds Maintenance database.

### Main Duties and Responsibilities

- To assist in the monitoring of Grounds Maintenance and.
- To undertake any additional reasonable duties as directed by the Grounds Maintenance Team Leader.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.

### Scope (impact on/control of resources, people, money etc)

This role is responsible alongside others in the day to day monitoring of the grounds maintenance contract, and the management and maintenance of parks and open spaces. This responsibility covers a large geographical area both rural and urban in nature. There is also a large variation in the quality and importance of green and built assets, a variation which the selection of different management regimes and priorities. There is a need to work closely with colleagues in other services who also have a role to play in the delivery of similar services to the public. The best outcomes for our customers often come about as a result a thorough understanding of issues as they arise, problem solving and effective communication regarding proposed solutions. In relation to the grounds maintenance contract this post is often the first point of contact for contract staff and therefore they will require to be self-assured and confident in dealing with often complex and difficult issues, albeit supported ultimately by the Grounds maintenance Team Leader. Good interpersonal skills, both written and oral are necessary to deal with a wide variety of enquiries and complaints.

### Person Specification

Qualifications	Essential/ Desirable
A formal national qualification in horticulture, ecology, or outdoor recreation to HND or equivalent level.	E
Experience	
3 – 5 years' experience in working with grounds maintenance or related contracts, either as a contractor or overseeing contracts.	E
1 years' experience in working in a customer focused service environment with significant contact with customers.	E
Good experience in managing public engagement in a public service environment	D
Has experience of the planning system relating to consultations on open space development, and tree protection.	D
Knowledge and understanding	
Good knowledge of the provision of grounds maintenance and/or recreational services to clients.	E
Has experience in managing contracts in a local government setting, either as a contractor or as a client.	D
Has a good understanding of key health and safety principles relating to human resources and work being carried out under contract.	E
Good knowledge of practical management methods for managing public parks and open spaces.	E

Has a basic understanding of highway law, i.e. the New Roads and Streetworks Act.	D
Understands the principles of consultation with individuals and external agencies.	D
Has proven knowledge of the planning system in relation to open space development, and tree protection.	D
<b>Skills and abilities</b>	
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc).	E
Has proven ability become proficient in the use of new software packages particularly the use and maintenance of databases.	E
Good interpersonal and written skills, and can use the key skills of empathy, assertiveness and persuasion effectively	E
Has the ability to communicate effectively with a wide range of people verbally and in writing.	
Has the ability to identify common tree, shrub and plant species.	D
Understands how to interpret legislation and regulations and policy, and clearly communicate this to others.	D
<b>Work-related personal qualities</b>	
Ability to develop good working relationships with contractors, other Service Units in the West Berkshire and external interested groups.	E
<b>Other work-related requirements</b>	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
A full driving license is required.	E