

Job Profile Information: Green Space Partnership Officer (GSPO)

This supplementary information for *Green Space Partnership Officer (GSPO)* is for guidance for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

1. A customer focussed service responding to our Green Space users, balancing their needs and working in partnership with local communities, and internal and external partners to:
 - Ensure our parks are welcoming, safe and well used by all
 - Support local community and business Green Space volunteering initiatives
 - Promote the Health benefit of our Green Spaces and encourage more people to improve their health using them
2. Support the Green Space management team to manage licences and leases for refreshment and other concessions, commemorative bench scheme, sports bookings and allotments.
3. Assist the Green Space management team to look for opportunities to introduce new or add value to existing services and facilities provided in Camden Green Spaces

Example outcomes or objectives that this role will deliver:

- Working with sports and other teams to look for opportunities to promote health benefits and increase participation and opportunities in green space facilities.
- Oversee sports in Green Spaces by managing our booking database, managing customer enquiries, liaising with leagues and regional bodies, reconciling income and updating customer facing media.

- Explore and promote opportunities from and for entrepreneurs, local businesses, and the local community in order to initiate projects that generate income in our green spaces
- Advise the public about Park Byelaws, Public Space Protection Orders and other associated Council initiatives in Green Spaces. Engage and interact with users either individually or as a group. Advise users in the correct use of facilities and encourage the respect and protection of Camden's natural environment. Issue fixed penalty notices where necessary.
- Report on Health and Safety, Anti-Social Behaviour (ASB), and security issues in green spaces. Working with Community Safety, Environmental Services and external organisations (Police, specialist outreach teams) take a pro-active role in joint patrols to tackle ASB, including supporting our contractors with onsite issues.
- Issuing access and scaffolding licences in parks. Including liaising with customers, colleagues (property and legal services), invoicing customers and reconciling income.
- Liaise with and support local management and Friends Groups. Attend meetings, answer queries, and support their volunteering initiatives.
- Provide a customer focused Green Space commemorative bench scheme.
- Supporting nature conservation colleagues in the delivery of Forest School Initiatives and the Green Space volunteering contract for Health and Well Being
- Support Allotments Associations and food growing groups through issuing tenancy agreements and licences, attending meetings, resolving disputes.
- Liaise with the Events and filming service. Comment on events and filming/photography taking place in green space
- Green Space refreshment concessions - liaising with tenants to ensure compliance with lease/ licence. Supporting tenants in adding value that will benefit Green Spaces.

People Management Responsibilities:

N/A

Relationships;

Ability to communicate and build relationships at all levels of the organisation. Work collegiately with Green Space colleagues, park users, Councillors, amenity groups, friend's groups, contractors, residents and tenant and resident associations.

Work Environment:

The post is based at Camden's central office located at 5 Pancras Square. An Oyster card will be provided to enable you to undertake site visits, a driving licence is essential. This is a front facing position and you will be required to work in Camden throughout your core hours. Working from home will be considered on an ad-hoc basis.

As a Green Space Partnership Officer you will be expected to work one weekend per month. As the service requires you may also be required to work evenings and additional weekends.

Technical Knowledge and Experience:

KNOWLEDGE

- Excellent knowledge and understanding of the day to day running of parks and green spaces in an inner city setting
- Excellent knowledge of stakeholder engagement

EXPERIENCE

- Experience of using IT databases for booking and reporting, as well as Microsoft Office (i.e. word, excel, power point)
- Experience of working with a wide range of people including volunteers, local community groups and residents, council staff, contractors and the Police to achieve positive outcomes for a specific site or local community.
- Excellent written and presentation skills including preparation of reports, briefings, minutes of meetings and promotional material.
- Excellent customer service experience coupled with experience of engaging with site users exhibiting unacceptable behaviour
- Experience of delivering projects that generate income
- Good understanding of health and safety practices.
- Experience of identifying and delivering income opportunities in a green space setting

SKILLS AND BEHAVIOURS (All Essential)

- Ability to manage projects and achieve milestones to the timescales set.
- Excellent written and verbal communication skills with the ability to express and present complex information accurately, clearly and concisely both orally and in writing.

- The ability to work independently using your own initiative, prioritise effectively, whilst working collaboratively as part of a team on common goals and shared projects.
- Willingness to undertake a wide range of duties and responsibilities to ensure service is delivered to a high standard.
- Ability to manage conflicting priorities, handle a busy workload and meet frequently changing deadlines.
- Ability to reconcile income and keep accurate financial records
- Ability to represent the Green Space team professionally at public meetings

QUALIFICATIONS

- First Aid Certificate (Desirable)
- Full clean driving licence (Desirable)
- Training in issuing Fixed Penalty Notices (Desirable)

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Chart Structure

