

Parks and Open Spaces Manager

Candidate Job Pack



Location

From the iconic ruins of Hastings Castle overlooking the English Channel to the lively cobbled streets of the Old Town lined with quirky boutiques and cosy cafes, there are a number of reasons to consider Hastings as your new place to work.

Our Muriel Matters House Office is located on the seafront within easy walking distance from Hastings Station which offers direct connections to London and Brighton.



Why work with us?

We're committed to the renaissance of Hastings through social, economic, cultural and environmental regeneration.

We believe that a culture of equality, diversity and inclusion not only benefits our organisation but supports wellbeing and enables our people to work better because they can be themselves and feel that they belong.

We're dedicated to promoting a healthy work/life balance valuing our employees and enabling them to make a difference to the local community.



2

Benefits

- 27 days annual leave (pro rata for part time staff), rising to 32 days after 5 years, 35 days after 10 years and 37 days after 15 years.
- Fully supported hybrid working arrangements for eligible roles.
- Flexible working scheme to support you in achieving a good work/life balance.
- Enhanced Paternity & Maternity leave.
- A generous local government pension provided by the Local Government Pension Scheme (LGPS).
- Lifestyle discounts provided by Pluxee with discounts from the big six supermarkets, travel companies and some of the most popular fashion and retail stores & more.
- E-Learning and development hub where you can access a wealth of resources.
- Shared cost AVCs provided My Money Matters - <https://www.my-money-matters.co.uk/>.
- Free eye tests provided by Specsavers, including a discount off selected glasses when glasses are required solely for VDU use.
- Cycle to Work scheme.
- Discounted staff parking scheme.
- An extensive Employee Assistance Programme (EAP) provided by CareFirst to support your health and wellbeing.
- Members of staff trained as Mental Health first aiders available to listen, reassure and respond to concerns from staff experiencing mental health issues.



3

Job Description

4

Job Title

Parks and Open Spaces Manager

Grade

3

Reports to

Head of Environment and Operations

Directorate

Environment and Operations

Purpose of the Job

The council's lead professional officer for parks and open spaces, caring for the day-to-day management of the Parks and Open Spaces team. Work with the Head of Environment and Operations and other senior colleagues to develop clear strategic objectives in relation to parks and open spaces, and ensure that they are embedded within the council's corporate plan..

Responsibilities

- a. Annual revenue budget of circa. £1 million
- b. Line manage seven staff
- c. Strategic management of Parks and Open Spaces across the borough
- d. Client to the Grounds Maintenance in-house service
- e. Management of Parks and Open Spaces assets across the borough

Key result areas

- Manage the daily operation of the Parks and Open Spaces team, maintaining effective communication within the team, coordinating their work and priorities to ensure they meet service and corporate objectives.
- Act as client to the grounds maintenance element of the council's Operational Services. Monitor performance, addressing customer queries and complaints, ensuring high level service standards.
- Act as the council's specialist lead advisor on parks and open spaces, keeping abreast of national and

international developments in these fields, and ensuring that the council maintains compliance with relevant legal, policy and technological developments. Ensure that these services are delivered in accordance with the council's corporate aims and objectives.

- Develop strategy, policies, priorities, and operational systems and targets relevant to parks, land and asset management and similar services, in line with legislative and technological changes and national guidance, and to satisfy local priorities to deliver the council's corporate plan.
- Develop and promote green initiatives to improve parks and open spaces, working closely with the volunteer, education, and third sectors, to bid for funding, agree community work programmes, and enhance green spaces across the borough.
- In consultation with communications colleagues, respond to any issues that may arise through the media relating to parks and open spaces, maintaining a positive approach to keeping Members and residents aware of our performance and publicising success stories.
- Undertake the investigation and response of complex enquiries and complaints from the public to resolve areas of dispute, maintaining good relationships with the public and staff and ensuring all services provided

are of the highest professional standard.

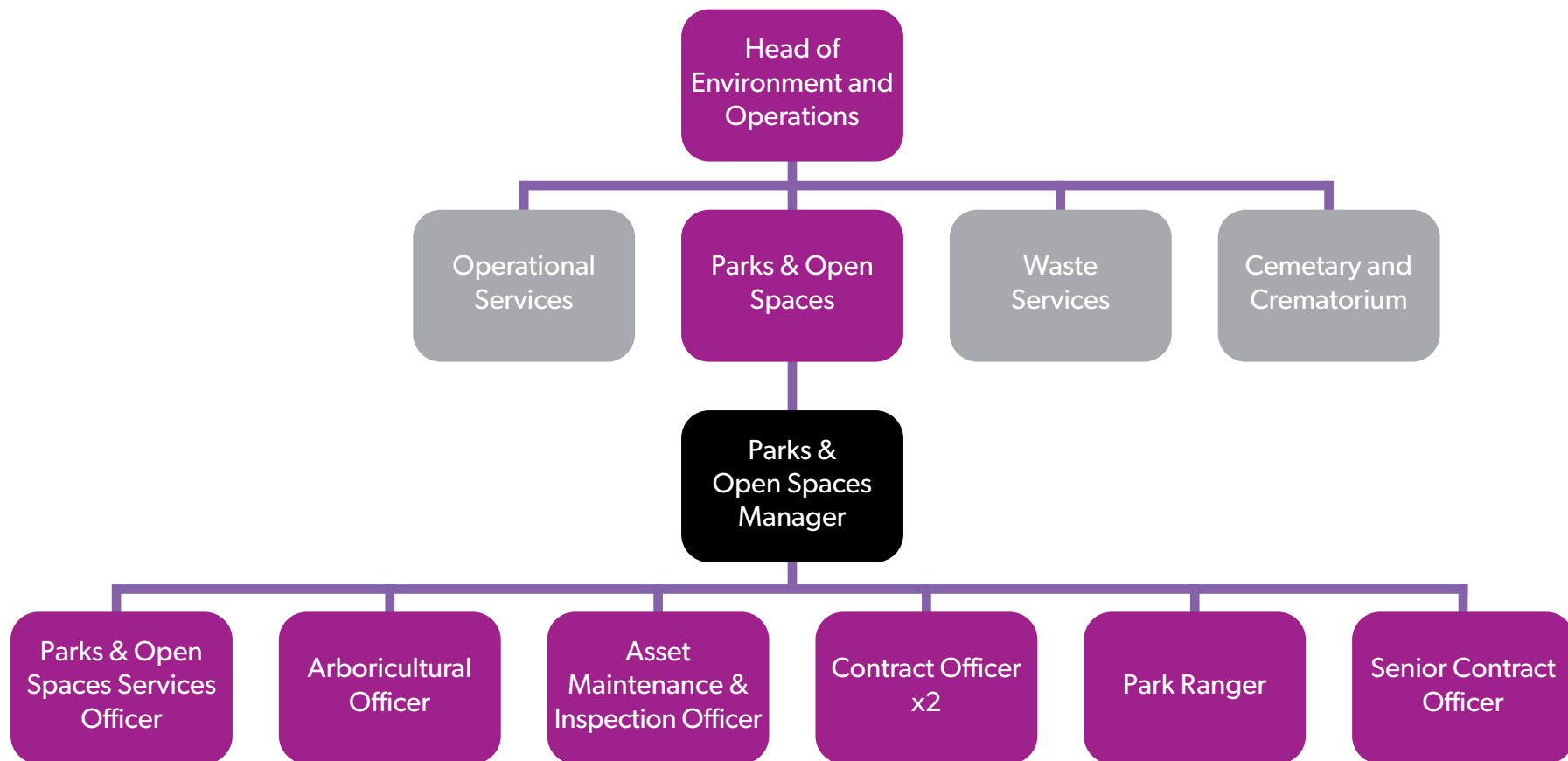
- Manage assets relating to parks and open spaces within the borough, including maintenance, cleansing, and customer queries along with the associated contract revenue and capital budgets. Monitor service performance to ensure effective operation of the contract specification, implementing rectification and default clauses where appropriate, and ensure that services are delivered within budget.
- Manage and develop close partnerships with both local business and community groups to ensure that the council understands local community priorities and issues, and where appropriate provides relevant services to meet them.
- Assist the Head of Environment and Operations in the annual preparation of a Service Delivery Plan to deliver the council's corporate plan and regularly review the delivery of the plan. Take corrective action where targets are at risk of not being met.
- Manage relevant budgets and ensure controls are operated to ensure that spending and income is within defined financial plans and ensure that resources are targeted to achieve contract and service requirements. Contribute to the council's budgetary and corporate planning processes.

- Participate in the council's emergency planning arrangements. This will include duties such as:-
 1. Participating in the council's on call arrangements as a Silver Commander;
 2. Acting as a lead operational manager for the council's severe weather response plan.
- Ensure that effective business continuity planning arrangements are in place for all of the services within the remit of this post.
- Participate in an annual performance appraisal based on agreed objectives that are linked to the council's corporate objectives and priorities.
- Ensure that all duties and services provided are in accordance with the council's Equalities and Diversity policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the council's Child and Vulnerable Adult Protection policies and procedures.
- All employees may be called upon to assist with a range of elections duties for the council on an occasional basis when elections are called. Participation in elections duties is subject to the terms and conditions as determined from time to time by the Returning Officer or Central Government.
- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The key result areas to this post are set out in this job description. It should be noted that the council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

Environment and Operations - Organisational Chart

7



1. The post holder will be responsible for the management and training of 7 x staff
2. The post holder will report to the Head of Environment and Operations, as shown in the organisation chart above.
3. The post holder will be required to establish and maintain working partnerships with a range of council departments and external agencies; communicate, consult and liaise with members of the public, key stakeholders and contractors in a positive way providing high levels of customer care and service.

External contact

Regular contact and liaison with external agencies and partnerships such as county council, Police, health service, neighbourhood forums and the Warden Service.

Contact with members of the public in the investigation resolution of high level complaints. Work with members of the public to provide advice, education, resolve enquiries and where necessary, develop or adjust grounds maintenance methods and activities.

Contact with suppliers and contractors in the provision of goods and services, monitoring contracts and performance of contractors.

Working conditions

The majority of the role will be office / home based, but may occasionally require on-site inspections throughout the borough.

Additional information

This post is viewed as a critical role in the successful management of HBC's parks and open spaces. A key priority for the council is to facilitate excellent access to our green and blue spaces within the borough, with the aim of improving public health, and driving regeneration in the town. To that end, a significant number of projects of varying sizes are currently underway across the town, of which the Parks and Open Spaces team will contribute toward their successful completion.

The Parks and Open Spaces Manager also provides an important role as the council's lead on community partnerships, as well as acting as client to the newly formed grounds maintenance in – house service. Over the next few years, the two services will need to work side by side to rationalise and improve the quality of grounds maintenance within the town, while engaging with the community, education and volunteer sectors helping to achieve the aspirations outlined in the corporate plan.

The successful candidate must have excellent organisational skills, and have extensive experience managing a key frontline service, as well as relationships with a wide variety of stakeholders.

Person Specification

9

Job Title

Parks and Open Spaces Manager.

Directorate

Head of Environment and Operations.

Essential Requirements

Qualification

1. English and Maths GCSE or equivalent.
2. Relevant Health and Safety qualification (e.g. IOSH Managing Safely, NEBOSH etc.).
3. Relevant Horticultural qualification or equivalent experience.

Experience

4. Experience of managing a parks and open spaces team, or similar front line service.
5. Contract management experience with significant experience in

performance management, service delivery management and budget management.

6. Working in successful partnerships, with the ability to demonstrate a strong track record of community engagement.
7. Experience bidding for external funding opportunities.

Knowledge

8. Good working knowledge of horticulture and land management.
9. Good working knowledge of relevant health and safety legislation, and appropriate good working practices.
10. Good working knowledge of schedule of rates, bills of quantities, contract law, and specification writing.

Personal Aptitude and Skills

11. Commitment to high service standards and to learning from customer feedback and complaints.
12. Good IT skills and the ability to use Microsoft Word, Excel and database packages.
13. Excellent communication skills and able to build up good working relationships with colleagues across the council as well as external agencies and organisations.
14. Good negotiation and influencing skills.
15. Good time management.
16. Budget development management skills.
17. Problem solving skills.
18. Ability to prioritise own diverse

workload, and assist staff in prioritising theirs.

19. Good report writing skills and ability to write policies and comprehensive reports.
20. High level of motivational skills to ensure the commitment of staff and partners to the council's waste, cleansing, public realm and environmental objectives and targets.
21. Good public presentation skills.
22. Ability to see waste and cleansing services in their wider strategic context and in their significance both locally and nationally.

Behavioural Approach

23. Self Motivated.
24. Confident.
25. Assertive yet diplomatic.
26. Entrepreneurial/commercial.
27. Ability to work to deadlines & prioritise own workload and others.

28. Flexible.
29. Ability to motivate and inspire commitment and achieve improvement.
30. Ability to manage and motivate staff to adapt to the changing needs of the council.
31. Satisfactory attendance record (normally less than five days absence in a year) but taking into account individual circumstances.
32. Commitment to the importance of parks & open spaces in the delivery of the wider environmental agenda.
33. Commitment to working alongside elected councillors, partners and others to ensure clarity and effective working.

Further behavioural information can be found in our Management Competency Framework which is included in this pack. Interviews will include competence based questions and our managers are appraised against the

framework as part of our performance management process.

Circumstances

34. Ability to travel throughout the borough.
35. Able to work weekends and evenings as required.

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

Desirable Requirements

Qualification

36. Degree or equivalent.
37. Membership of relevant professional bodies.

Experience

38. Experience of managing a diverse staff team.
39. Experience of managing services within a commercial business environment.

Values and Behaviours Framework

11

What is a values and behaviours framework?

The aim of a values & behaviours framework is to provide a set of core behaviours describing how we should approach work. It details the behaviours, attitudes and approach all employees should display in work, and in turn effects:

- How we do things
- How we treat others
- What we say and how we say it
- How we expect to be treated

The expected behaviour and values employees of Hastings Borough Council are asked to display are shown in the diagram.



Further information on our Values & Behaviours framework can be requested from the HR Team.

Terms and Conditions

12

Full terms and conditions are available for candidates with provisional offers.

Duration

Permanent Contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services.

This post is graded: Grade 3.

Salary

The spinal column points for this post are as follows:

SCP 31	£40,476
SCP 33	£42,708
SCP 35	£44,711
SCP 37	£46,731

Hours

The hours for this post are 37 hours per week. These will be worked within operational requirements. Starting and finishing times will be agreed with your manager. The council operates a flexitime scheme. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your place of work will be Muriel Matters House, Hastings, TN34 3UY.

The successful candidate will be required to attend the council office in Hastings or any such other places within the boundaries of Hastings Borough as required. Hybrid working can be discussed at your interview.

Probationary Period

This role has a probationary period of 52 weeks where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.



Benefits allowance

This role has a benefit allowance of £2,207 (Level 3).

You will be required to travel in order to carry out your duties and your benefits allowance covers all costs of travel (including mileage & parking).

Annual Leave

The annual leave year runs on a rolling 12-month basis from your continuous service date. The current minimum entitlement is 27 days. Subject to the demands of the post you will normally receive additional paid leave on each Bank & Public holiday.

As Hastings Borough Council closes for the Christmas and New Year period you will need to retain a maximum of four days of your leave entitlement for this closure.

Pension

We provide membership of the Local Government Pension Scheme (LGPS).

Every employee will be 'contractually enrolled' into the Local Government Pension Scheme. If you decide not to be a member of the LGPS then you have the right to opt out of the membership under the LGPS rules.

Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.



The contribution bands with effect from 01 April 2024 are:

Band	Actual pensionable pay for an employment	Main LGPS section contribution rate	50/50 LGPS section contribution rate
1	Up to £17,600	5.50%	2.75%
2	£17,601 to £27,600	5.80%	2.90%
3	£27,601 to £44,900	6.50%	3.25%
4	£44,901 to £56,800	6.80%	3.40%
5	£56,801 to £79,700	8.50%	4.25%
6	£79,701 to £112,900	9.90%	4.95%
7	£112,901 to £133,100	10.50%	5.25%
8	£133,101 to £199,700	11.40%	5.70%
9	£199,701 or more	12.50%	6.25%

Based on the salary for this role, the contribution will be 6.5 %.

14