

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Green Space Contract Officer	Grade:	P01
Reports to (Designation):	Principal Contract Officer	Grade:	PO3
Directorate:	Customer Services	Service Area:	Green Scene

Main Purpose of the job

To monitor the Councils contract for the management and maintenance of the boroughs parks and open spaces, to ensure that the service is delivered to specification, budget, legal requirements and meets the Council's policy objectives.

Manage the Councils Allotment Service and contribute to the operational and strategic development of Beckenham Place Park.

Ensure that the services contribute and add value to wider open space policy objectives. Recommend changes to policies and strategies as appropriate

Summary of Responsibilities and Personal Duties:

Responsibilities

1. Ensure that a program of inspections of contract works and services are undertaken regularly and at random, with appropriate reports issued and actions taken to ensure compliance
2. Recommend amendments to contract terms and conditions including appropriate action in the event of underperformance.
3. Ensure that variations and additions to the contract are formally agreed, implemented and monitored.
4. Ensure the effective operation of the contract through regular liaison with contractors and partner organizations. Provide advice, guidance and direct and manage operations as necessary.
5. Be responsible for the management of the Councils Allotment service ensuring that the service is delivered to agreed standards, legal and financial requirements. Including statutory enforcement of Allotment legislation.
6. Contribute to the operational and strategic development of Beckenham Place Park Including the management and development of up to 6 facilities staff and the monitoring of on site contractors and service partners.

7. Assist with recruitment , development and training of new staff and the engagement of contractors and consultants.
8. Be responsible for the implementation and review of strategies and initiatives to improve and enhance the Allotment Service and the recreational facilities at Beckenham Place Park. Recommend the introduction of new or amended services to meet emerging customer needs.
9. Oversee the delivery of a wide range environmental improvement projects , including initiatives and projects proposed by ward assembly coordinating groups. Allocate resources sufficient for the cost effective completion of projects within designated timescales and acceptable quality
10. Build and maintain excellent working relationships with contractors ,partner organizations and community and interest groups. Work collaboratively to ensure the delivery of service objectives and resolve disputes.

Personal Duties

11. Manage own program of site inspections and other monitoring and operational duties ensuring that they are undertaken in a timely manner. Produce performance reports within agreed deadlines.
12. Attend meetings and speak on behalf of the council at community and user group meetings ensuring that the needs of the community are identified and met.
13. Respond to enquiries from elected members , senior officers , and residents. Draft responses to Council questions and media enquiries.
14. Undertake personal investigations into complaints made by elected members , community groups and residents. Take all necessary action to satisfactorily resolve them.
15. Produce and present detailed performance reports to senior managers and members as required.
16. Contribute to the production of site management plans for Green Flag award submissions. Recommend changes to service provision to demonstrate continual service improvement.
17. Contribute to the preparation delivery and success of community involvement initiatives. Advise community and service partners of all initiatives objectives and targets.
18. Produce publicity information to promote the activities of the service to a wide audience Advise the Councils communication Department of all opportunities to positively promote the services.
19. Keep up to date with developments , trends and innovation in open space and allotment management in order to seek and adopt examples of good practice.

20. Assist with the development and maintenance of the groups Quality Management System well as undertaking all works in accordance with the established QMS BS EN 9001:2001.
21. Contribute to and assist with the preparation of the groups annual service plan recommend changes to service provision to ensure delivery of relevant targets and objectives

Internal contacts: These include Elected Members , Senior Officers, Other Council Departments including, Property Management, Legal, Procurement, Valuers, Human Resources ,Highways. and formal Council working parties (BJWP, BPPWP)

External contacts: These include Contractors, Partner organisations, Community and local interest groups . GLA, Green Space Forum and Encams (Green Flag Awards)

. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

This job description may need to be amended by the Directorate to meet the changing needs of the service

Grade and numbers of immediate subordinates P01

Number of staff supervised by this Officer - up to 6 Facilities Staff at Beckenham Place Park, Golf Course and parkland

PERSON SPECIFICATION

JOB TITLE: Green Space -Contract Officer

Post No

DIRECTORATE: Customer Services

GRADE:PO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues.

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Knowledge

Specific professional qualifications are not a pre-requisite of the job, but it is expected that the post holder will have extensive experience in an appropriate field.

Additionally required is:

- Extensive knowledge on contract monitoring and associated processes and procedures . S
- Excellent understanding of the role of parks in an inner city environment. S
- Good understanding of relevant legislation and how it relates to service delivery issues. S
- Good understanding of financial and administrative information systems. S

Aptitude and Skills

To demonstrate the ability to:

- Organise plan and prioritise own workloads effectively
- Implement changes to contracted services
- Define problems and produce innovative solutions against tight deadlines .
- Attend to detail and be methodical in inspections and pricing variations.
- Communicate effectively both orally and in writing with a wide range of people including contractors, senior officers, -customer representatives.
- Negotiate effectively.
- Use research and statistical data and prepare reports.
- Represent the service, both within the Council and externally.

Experience

The post holder would be expected to have extensive experience of:

- Operating services to specified standards. S
- Financial control and monitoring. S
- Working in partnership with a wide range of organisations S
- Presentation and Public Speaking S
- Communication both written and oral S

Personal Qualities

Self starter, able to use own initiative. Innovative and enterprising. Effective team player.

Circumstances

Able to attend evening and weekend meetings as required.

Physical

Generally candidates must meet standard Lewisham requirements for the post.

