



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

Job Title:	Leisure and Parks Development Officer		
Reports to:	Leisure and Parks Development Manager	Team:	Operations/Leisure and Parks
Last Updated:	August 2017	Grade:	7

JOB SUMMARY

- Responsibility for the administration and client monitoring of the various Leisure, Parks, Open Spaces Grounds Maintenance contracts.
- To work collaboratively making the most of effective partnerships and resources to support service development across Leisure and Parks and the maintenance of high quality & sustainable Leisure, Parks & Open Spaces which are safe, accessible to all and inviting to use.
- To work with the Business development and support team to explore efficient and effective ways to deliver services through best practice and digital technology.

KEY TASKS

Operational Responsibilities

- To assist with the delivery of strategies within this area including but not limited to the parks and open spaces strategy, leisure facilities strategy and the physical activity strategy.
- To undertake day to day management of the grounds maintenance contractor, leisure operator and other contractors as required
- To ensure the contractor's work is effectively planned, controlled and supervised and that they maintain the appropriate level of inspection and monitoring
- Working closely with the business development and support team to lead the planning of events for leisure and parks
- Working closely with the corporate customer service team and operations business development and support team to understand complaint trends and issue instructions to the contractors to ensure effective control and contract operations, investigating complex complaints, gathering and analysing performance data and writing reports.
- Working closely with the operations business development and support team to ensure systems are in place to gather all information required to meet contract conditions and coordinate regularly with relevant contacts ensuring that information flow is timely and appropriate actions are taken as needed
- To carry out operational audits of performance in line with contract specifications.
- To undertake and oversee adhoc tree inspections of the Council's own tree stock and those relating to the Tree Risk Management Programme, draw up contract specifications and obtain quotations and/or reports as required.
- To support the development of specifications and tender documents and procurement process for major contracts including but not limited to the leisure contract retender and the grounds maintenance retender

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



- To support the delivery of capital and revenues programmes for leisure and parks/open spaces.
- To monitor and review relevant legislation and procedures and help implement those aspects relating to Leisure, Parks and Open Spaces operations
- To undertake such other duties, commensurate with the grade of the post, as may be reasonably required

Management / Supervisory / Team Working Responsibilities

- No direct reports
- To occasionally deputise for the leisure and parks development manager.
- To support training for the enforcement and inspection officers in relation to monitoring for the leisure centres, parks and open spaces including play areas and grounds maintenance.
- To support the training of other officers within the service.
- To oversee the operational duties of the Enforcement and Inspection Officers relating to Leisure, Parks and Open Spaces including open space improvements, leisure repairs and maintenance, play area inspections and arboricultural works.

Service Delivery

- To work closely with the enforcement and inspections officers, to monitor the performance of the main contracts for the Grounds maintenance and the leisure operating contract and other contracts within the team area against the agreed service standards
- To maintain and develop an effective partnership with the leisure centre operator and grounds maintenance contractor to ensure:
 - East Herts Leisure Centres and Parks and Open spaces are operating within industry regulations and standards in relation to (but not limited to) health and safety, repairs and maintenance and environmental regulatory requirements
 - Contract specification requirements and deliverables are adhered to and enforce payment mechanism of the contract when required.
 - Compliance with all standard reporting protocols
 - Performance monitoring at each site on a regularly basis and raise areas of concern with Centre Managers for leisure centres and contract managers for Grounds Maintenance and agree actions moving forward.
 - That services at leisure facilities are developed, improved and delivered in line with Council, regional and national priorities
 - That professional horticultural practice is maintained in all grounds maintenance operations
- Plan and support the management of capital projects across Leisure and Parks including site management plans and physical activity programmes, leading on low cost, low risk projects on behalf of the service.
- To carry out inspections and obtain quotations for work as required following requests from members of the public/councillors/officers of the Council relating to general service provision in agreement with the leisure and parks development manager.
- To ensure compliance with all Health & Safety legislation and undertake Risk Assessments as required.
- Assist with the Audit process and actions associated with this

Communication & Contacts

- Working closely with the Business Development and Support team and the corporate communication to actively promote leisure, parks and open spaces.
- To develop positive relationships with user groups and other Leisure, Parks & Open Spaces

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stakeholders; attending meetings of and providing advice & support to such groups as may be required

- To chair meetings with the Grounds Maintenance Contractor and Leisure Operator and to ensure the progression of actionable issues by liaising with both contract managers and the appropriate Council officers
- To attend meetings as requested as the representative of this Authority/Department, which may include County/District/Town/Parish Councils/Residents Associations and any others that may be convened

Financial / Budgetary Responsibilities

- To support the budget monitoring process for leisure and parks
- Working closely with the Business development and support team to track and validate contract payments from the Grounds Maintenance contractor and Leisure Facilities operator.
- To support the application for external funding relative to initiatives within Leisure, Parks & Open Spaces and to advise community/user groups on the making of such applications

Other

- To work occasional weekends, early mornings and evenings
- Work from different locations
- Able to drive and have access to a vehicle
- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.

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PERSON SPECIFICATION

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Last Updated:	August 2017	Grade:	7

KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • National diploma in Amenity Horticulture or equivalent qualification or Leisure related qualification • Extensive knowledge and experience of the processes, policies and practices in Parks and Open Spaces, Leisure Centres, Sports Development /physical activity or Contract Compliance 	<ul style="list-style-type: none"> • Certificate in operational playground inspections 	F/I F/I
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • Experience of contract monitoring in one or more of the areas within the service • Experience in working in a similar contract compliance and project development post. • Demonstrable project skills • Experience of managing small projects within leisure or parks and open spaces • Knowledge of the theory & practice of Green Spaces Development and Leisure Facilities Development • Understanding of the principles of GIS • Experience of working with Microsoft word, excel and other computerised systems to manage contract 	<ul style="list-style-type: none"> • Knowledge of Green Flag Criteria and applications; • Up to date knowledge of Green Space Development policies, processes, including those relative to Biodiversity & Nature Conservation at National, Regional and Local levels; • Up to date knowledge on the national and regional objectives for sport and leisure • Understanding of the principles of budget monitoring and control 	F/I F/I F/I/A F/I F/I



	compliance.		
Management / Supervisory / Team Working	<ul style="list-style-type: none"> • Ability to work as part of a team and own initiative • Ability to others in specialist area 	<ul style="list-style-type: none"> • Experience of supporting staff training in relation to contract compliance and inspections 	F/I F/I
Service Delivery	<ul style="list-style-type: none"> • Evidence of knowledge of health and safety legalisation in relation to grounds maintenance, parks and play areas and leisure centre operations. • Good organisational and communication skills • Experience of dealing with complex /technical complaints • Experience of chairing contract meetings • Experience of conflict resolution • Evidence of influencing successful service improvements as a result of best practice or innovation 		F/I F/I F/I F/I F/I F/I
Communication & Contacts	<ul style="list-style-type: none"> • Experience of working with members of the public including friends of parks groups, leisure forum members or equivalent, town and parish Councils, councilors and senior managers. • Experience of representing an organisation as network meetings • Good written and verbal skills • Ability to negotiate with contractors and vendors 		F/I F/I F/I F/I
Other	<ul style="list-style-type: none"> • Able to work occasional evenings and weekends • Able to drive and have access to vehicle • Able to work from different locations • Able to work alone and outdoors <ul style="list-style-type: none"> • The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and 		F F F F



	to share this commitment.		
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Key: F = Application Form I = Interview A = Assessment