

Assistant Operations Manager Parks

Reports to: **Operations Manager Parks**

Direct reports: **N/A**

Evaluation: **522 points**

Grade: **N7**

Reference: **A5678**

Purpose

To support daily management, conservation and presentation of the Park estates, in accordance with the council's strategy, relevant legislation, and management operational response standards, ensuring they are safe, attractive and welcoming to visitors.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Support the Park Operations & Conservation Manager in the management, training and continued development of the Park Ranger team, in line with council policy and procedures.
2. To provide practical assistance to the Park Ranger Team and conduct park maintenance and horticultural operations to a high standard, adhering to relevant legislation & training.
3. To develop work plans, allocate, coordinate and supervise resources to ensure the effective delivery of Park maintenance and conservation, including responding to adverse weather conditions, impacting on the Parks estate.

4. Manage the procurement and delivery of supplies and services, including sourcing additional internal & external funding and monitoring of internal SLA agreements for the park operations team.
5. Oversee work to protect, conserve, and monitor the rich biodiversity across the Parks estate, in conjunction with the relevant legislation, best practice and local biodiversity plans, contributing to new biodiversity and sustainable initiatives.
6. Responsible for the security and maintenance of allocated parks infrastructure, buildings & depots, materials and transport, liaising with internal teams and contractors as required.
7. Respond to and resolve problems in respect of service delivery, customer complaints and enquiries in accordance with service standards and corporate targets.
8. Support the Green Flag accreditation standards and the development, implementation and maintenance of Park management plans, incorporating land management strategies and visitor safety risk assessments.
9. Maintenance and compliance of internal management systems, contributing to the development of new technology and processes to improve service delivery.
10. Work collaboratively with the Volunteer and Community Engagement Specialist to align volunteering activity with park needs and community engagement objectives.
11. Liaison with friends of groups and community volunteers to deliver service standards in line with park management plans.
12. To promote and implement our Equality policy in all aspects of your employment.
13. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.