**Job Description**

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| Job Title | Park Operations Officer |
| Salary | £28,000 to £31,000 based on experience |
| Term | Part Time temporary contract – Maternity Cover 1 Year |
| Hours | 30hrs including weekend, evening, and Bank Holiday working as required |
| Responsible to | Chief Executive Officer |

**Purpose of Post:**

To lead and support staff and volunteers in conservation and management tasks, ensuring the sustainable benefits for both people and nature. By demonstrating integrity and a strong work ethic you will contribute to the continued success and positive impact of Whitlingham Country Park.

**Main Duties & Responsibilities**

* Manage the day-to-day grounds operation, which includes equipment, vehicle and infrastructure maintenance and servicing, habitat management, ecological monitoring, as well as built infrastructure like car parks, play elements, interpretation and general site presentation.
* Direct line management of staff including regular performance reviews.
* Team coordination including managing annual leave and recording volunteer hours.
* Carry out risk assessments and be responsible for accident, incident and near miss reporting.
* Monitor weather warnings and take appropriate action in line with park policies.
* Work scheduling to include site safety, ensuring checks are recorded and work prioritised.
* Provide daily task sheets/RAMS for staff and volunteers.
* Maintain the highest standards of workmanship.
* Maintain up-to-date training records, including first aid and refresher training and provision of suitable Personal Protective Equipment for staff and volunteers.
* Work with partners and stakeholders toward shared goals.
* Manage the site maintenance budget.
* Provide a quarterly Management Report to the CEO
* Provide practical support to enable the completion of tasks identified in the work plan.
* Support the supervision and delivery of events and activities as appropriate to the business needs and seasonal programme.
* Oversee corporate volunteer groups, school and community groups on a regular basis.

**The Ideal Candidate**

With a background in land management and a good understanding of grounds maintenance we require an experienced individual to nurture and support our award-winning Whitlingham Country Park.

The successful candidate will have extensive experience in estate skills and the installation of estate furniture, i.e., fences, gates, and benches to a high standard.

This role will be physically demanding, requiring the successful candidate to regularly lift heavy items, work in inclement weather and over rough terrain.

Weekends, school holidays and bank holidays are our busiest times, so you will be comfortable working regular weekend and occasional evening, including Bank Holidays, as part of a shared rota. The post holder will be required to work as part of a team and must be prepared to be flexible in their approach to work, to reflect the changing nature of the business.

This job description is intended only as a guide to the range of duties involved. The post holder

will need to be flexible and adaptable in order to respond to other duties that may be required

from time to time and the changes and developments within the park.

**Complexity and Creativity**

* Regular lone working
* Ability to work flexible hours to cover weekends and evenings
* Ability to build relationships with volunteers and visitors
* Proactively engage with visitors
* Respond to out of hours emergencies as site key holder
* Machine and vehicle operation
* Attention to detail

**Judgement and Decision Making**

* Ability to solve day to day operational problems and respond to the unexpected using own initiative.
* Provide advice to visitors and volunteers regarding safety, wildlife, and conservation issues
* Ability to liaise with local landowners as appropriate
* Good time management and the ability to prioritise on a daily basis
* Ability to resolve conflicts between different user groups
* Ability to maintain professionalism and confidentiality

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| **Essential Criteria** | **Desirable Criteria** |
| **Knowledge, Skills & Abilities** |  |
| * Good knowledge of habitat management * Ability to complete task risk assessments * Good practical conservation skills * Competent use of general grounds maintenance machinery * Good knowledge of tree identification and common tree diseases * Excellent communication skills and interpersonal skills * Good time management and ability to prioritise daily tasks. * Ability to follow instructions and procedures * Ability to work alone as well as in a team * Ability to motivate and develop volunteers through supervision and training including teaching new skills such as practical conservation techniques and environmental education activities * Ability to liaise and negotiate with all stakeholders to create positive outcomes * Willingness to be adaptable and flexible with every role within the park * Competent working knowledge of ICT including Excel, Word, Outlook and Teams. |  |
| **Experience** |  |
| * Multi-skilled with proven practical countryside experience, ideally 3 years. * Competent use of general grounds maintenance machinery, (including tractor/trailer), alongside practical DIY skills. * Proven experience of practical conservation work. * Proven experience of teamwork * Proven experience of line management | * Experience of stock handling * Experience of volunteering * Some experience of conflict resolution |
| **Qualifications** |  |
| * GCSE English and Maths grade C or above (or equivalent) * HND or NVQ Level 3 in a relevant countryside subject * A current full driving licence * LANTRA Brush cutter qualification * NPTC CS30 and CS31 Chainsaw qualification | * Degree in a relevant countryside subject * First Aid at Work Qualification * Tractor driving certificate * PA1/PA6 Pesticide qualification * Level 1 LANTRA Tree Survey |
| **Management of Others** |  |
| * Sets clear direction for others, e.g., visitors, contractors, volunteers etc. * Delegates work appropriately and fairly * Supports and motivates others * Encourages others to think and act independently where appropriate |  |
| **Planning and Organising** |  |
| * Explains and clarifies the objectives * Establishes clear actions and timeframes * Ensures the effective and efficient use of time and resources * Identifies what is required before each task can start or be completed |  |