**Manchester City Council**

**Role Profile**

**Parks Operations Manager, Grade 10**

**The Neighbourhoods Service, Neighbourhoods Directorate**

**Reports to: Parks Lead**

**Job Family: Front Line Delivery**

**Key Role Descriptors**

The role holder will provide effective management and coordination of a multi-disciplinary team within a designated area who are responsible for delivering high quality services on a front line basis that respond to and pre-empt the needs of local communities.

The role holder will work closely with key stakeholders to develop effective partnerships, linkages and greater coordinated neighbourhood working with other Council services and key agencies to ensure that teams contribute to the development and delivery of area based priorities.

The role holder will work closely with other managers, services and key partners, to ensure effective integrated working within and across neighbourhood based teams.

**Key Role Accountabilities:**

Manage and coordinate a multi disciplinary team, ensuring that employees and resources are deployed effectively and that the team is focused on the achievement of agreed neighbourhood services objectives.

Motivate and develop team members through effective performance management against key performance indicators, including the training and development of all staff.

Recognise the wide range of specialist knowledge in the team and develop and implement effective knowledge transfer plans.

Work effectively with service managers and teams to develop linkages with and participate in activities the involve the local community in decision making to shape locality and neighbourhood based service delivery.

Work closely with key stakeholders to gather data intelligence in order to identify the localities needs and priorities, developing sustainable, customer focused service and implementation plans.

Ensure that the team effectively engages with residents and the local communities they serve in order to deliver programmes appropriate to their locality and neighbourhoods within it, making best use of the wide range of resources and skills.

Work closely with other service managers to ensure efficient processes and systems are in place in order to effectively deploy staff resources to meet service delivery needs across the local areas and the city as a whole.

Ensure that appropriate systems are in place and are used effectively to record, retain and enable the sharing of data and that all activities are auditable.

Be accountable for managing and monitoring budgets in accordance with policies, service priorities and financial targets and forecasting resource requirements as appropriate.

Represent the City Council in the designated locality area developing local connections, building trust and confidence with local members, residents, businesses and other stakeholders.

Be proactive in identifying and supporting the implementation of change, modernisation and improvement in support of organisational strategies.

A strong and clear advocate for the organisation’s ***m people*** approach.

Demonstrate personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.**

**Role Portfolio**

**Parks,** **Leisure and Events Service**

The Parks, Leisure and Events Service, sits within The Neighbourhoods Service, Neighbourhoods Directorate and is responsible for delivering excellence across the City’s Parks and Greenspaces, providing access to high quality leisure and sport facilities as well as a range of world class sporting and cultural events.

Manchester boasts [over 140 parks and open spaces, 43 allotment sites and three river valleys](http://www.manchester.gov.uk/directory/46/parks_and_open_spaces/category/301) across the City. As a team, we are responsible for the overall strategy for our parks and green spaces, which is designed to improve standards and further develop their potential for our residents and so enhance their local area as a place where people want to live, work and spend their leisure time.

The team work closely with a range of other areas of the organisation, to deliver and maintain consistently high standards across the city and to ensure that community groups are activated to fully utilise our parks and open spaces.

We also work with the commercial and events team to drive forward plans to create a more sustainable business model for our parks and green spaces by raising income and maximising commercial opportunities. In addition, we work extensively with friends groups and other voluntary organisations, to explore and develop opportunities for closer collaboration and partnership working.

**Manchester's Park Strategy 2017-2027**

In December 2017 a ten year strategy for Manchester’s Parks was launched to guide their investment, upkeep and activation. It sets out the vision, key themes and actions that are needed to ensure parks and green spaces can continue to serve the needs of communities across the city, providing popular and attractive open spaces for play, sport and informal recreation.

There was an overwhelming response to the consultation undertaken as part of the Park Strategy which confirmed that Parks are a high priority for our residents. There were three themes that were repeated throughout the park strategy consultation, that will be our focus moving forward:

* Communication - proactively sharing information, having regular conversations, and ensuring the information available online and through social media is of a good quality and accessible.
* Enabling - supporting our residents and stakeholders to deliver shared goals.
* Clean, green and safe - providing Parks and open spaces that are of a high quality and that people feel safe to use.
* Commercial - maximise opportunities to generate income, building on existing good practice, and in turn support the delivery of a good visitor experience.

The Park Strategy concentrates our future actions around four themes:

* Parks at the heart of Neighbourhoods - this is about what there is and where it is, ensuring every community is provided for.
* Vibrant parks, vibrant communities - this is about what will happen in our parks.
* A Manchester quality standard - this is about looking after our parks.
* Productive parks in partnership - this is about the resources needed to make the vision a reality.

The Parks Team need to deal with the challenges of today, whilst ensuring that the foundations are being laid to deliver the actions of the ten year strategy.

**The Operations Team**

This team will be responsible for the maintenance of standards in line with clean, green and safe. They will be the custodian of the space and will hold the main linkage to the stakeholder groups such as the Friends. They will be based in our Parks and will be the main part of our customer facing service.

They will need to be strong communicators who are able to work with colleagues from other parts of the Parks Team, wider Council Departments and external partners. They know what quality looks like and will endeavour to make our visitors feel welcome and ensure that they have a great experience.

This team will focus on park plans, friends of parks, communication, standards daily operations and community strength.

**Parks Operations Manager** - This post will focus on the operational functions of the Service including compliance with health and safety, maintenance of quality standards, engagement with and growth of community partners across the estate. They will provide leadership of the Core Team and direct line management of the Area Parks Leads, they will work closely with the Heaton Park Team to ensure that normal operating procedures are consistent. This post will report to the Parks Lead.

Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service.

Willingness to apply for a DBS check.

**Parks Operations Manager – Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours: Manager**

* We work together and trust each other
* We're proud and passionate about Manchester
* We take time to listen and understand
* We own it and aren't afraid to try new things
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.
* **Analytical Skills**: Provides creative solutions to problems and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
* **Planning and Organising:** Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Project Management:** Ability to influence, monitor and control the risk environment, both strategic and operational, through effective allocation of roles and responsibilities. Has ability to manage risk effectively on high value, complex and multiple projects.
* **Problem Solving and Decision Making:** Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
* **Strategic Thinking**: Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals.
* **Financial Management:** Excellent financial planning skills to develop short, medium and long term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.
* **Commercial Skills:** Excellent commercial skills to manage successful tender, evaluation and acquisition process. Highly developed communication and relationship management skills to identify and manage the relationships with external partners and stakeholders.
* **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery

Technical requirements (Role Specific)