

Job Profile

Job Title: Green Space Partnership Officer (GSPO)

Job Grade: Job Level 3 Zone 1

Salary Range: £33,789 -£38,465

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. This is an exciting opportunity to join our forward looking Green Space team.

Camden's Green Spaces are the heart of our local communities and we work to ensure they are welcoming and inclusive for the collective benefit of our communities. We manage over 70 public green spaces, some of which are in the most recognised parts of London, and attract over 2 million visits per year. These Green Spaces deliver £69m worth of benefits to the borough, £60m of which are health and wellbeing related.

By engaging with the public, the successful candidate will ensure our parks and green spaces are welcoming, safe and well used by all. You will support local community and business Green Space volunteering initiatives. You will also promote the health benefits of our Green Spaces and work with local communities to encourage more people to improve their health by using them.

About the role

The Green Space Partnership Officer role provides a customer focussed service responding to our Green Space users, balancing their needs and working in partnership with local communities, and internal and external partners to:

- Ensure our parks are welcoming, safe and well used by all
- Support local community and business Green Space volunteering initiatives
- Promote the Health benefit of our Green Spaces and encourage more people to improve their health using them

The Green Space Partnership Officer role supports the Green Space management team to manage licences and leases for refreshment and other concessions. It also includes managing access licences, our commemorative bench scheme, sports bookings and allotments and food growing projects. The role also involves working with colleagues to look for opportunities to introduce new or add value to existing services and facilities provided in Camden Green Spaces.

The Green Space Partnership Officer role involves working collaboratively with colleagues across the Green Space team, and other teams such as Community Safety, Sports and Physical Activity and Environment Services to deliver:

Working with sports and other teams to look for opportunities to promote health benefits and increase participation and opportunities in green space facilities.

Oversee sports in Green Spaces by managing our booking database, managing customer enquiries, liaising with leagues and regional bodies, reconciling income and updating customer facing media.

Explore and promote opportunities from and for entrepreneurs, local businesses, and the local community in order to initiate projects that generate income in our green spaces

Advise the public about Park Byelaws, Public Space Protection Orders and other associated Council initiatives in Green Spaces. Engage and interact with users either individually or as a group. Advise users in the correct use of facilities and encourage the respect and protection of Camden's natural environment. Issue fixed penalty notices where necessary.

Report on Health and Safety, Anti-Social Behaviour (ASB), and security issues in green spaces. Working with Community Safety, Environment Services and external organisations (Police, specialist outreach teams) take a pro-active role in joint patrols to tackle ASB, including supporting our contractors with onsite issues.

Issuing access and scaffolding licences in parks. Including liaising with customers, colleagues (property and legal services), invoicing customers and reconciling income.

Liaise with and support local management and Friends Groups. Attend meetings, answer queries, and support their volunteering initiatives.

Provide a customer focused Green Space commemorative bench scheme.

Supporting the nature conservation officer in the delivery of Forest School Initiatives and the Green Space volunteering contract for Health and Well Being.

Support Allotment Associations and food growing groups through issuing tenancy agreements and licences, attending meetings, resolving disputes.

Liaise with the Events and filming service. Comment on events and filming/photography taking place in green space.

Green Space refreshment concessions - liaising with tenants to ensure compliance with lease/ licence. Supporting tenants in adding value that will benefit Green Spaces.

About you

Knowledge:

- Excellent knowledge and understanding of the day to day running of parks and green spaces in an inner city setting.

- Excellent knowledge of stakeholder engagement.

Experience:

- Experience of using IT databases for booking and reporting, as well as Microsoft Office (i.e. word, excel, power point).
- Experience of working with a wide range of people including volunteers, local community groups and residents, council staff, contractors and the Police to achieve positive outcomes for a specific site or local community.
- Excellent written and presentation skills including preparation of reports, briefings, minutes of meetings and promotional material.
- Excellent customer service experience coupled with experience of engaging with site users exhibiting unacceptable behaviour.
- Experience of delivering projects that generate income.
- Good understanding of health and safety practices.
- Experience of identifying and delivering income opportunities in a green space setting

Skills and behaviours:

- Ability to manage projects and achieve milestones to the timescales set.
- Excellent written and verbal communication skills with the ability to express and present complex information accurately, clearly and concisely both orally and in writing.
- The ability to work independently using your own initiative, prioritise effectively, whilst working collaboratively as part of a team on common goals and shared projects.
- Willingness to undertake a wide range of duties and responsibilities to ensure service is delivered to a high standard.
- Ability to manage conflicting priorities, handle a busy workload and meet frequently changing deadlines.
- Ability to reconcile income and keep accurate financial records
- Ability to represent the Green Space team professionally at public meetings

QUALIFICATIONS

- Full clean driving licence (Essential)
- First Aid Certificate (Desirable)
- Training in issuing Fixed Penalty Notices (Desirable)

Work Environment:

The post is based at Camden's central office located at 5 Pancras Square. An Oyster card will be provided to enable you to undertake site visits, a driving licence is essential as we have access to a vehicle within the Park Services team. This is a front facing position based in our Green Spaces and you will be required to work in Camden throughout your core hours. Working from home will be considered on an ad-hoc basis.

As a Green Space Partnership Officer you will be expected to work one weekend per month. As the service requires you may also be required to work evenings and additional weekends. Time off in Lieu (TOIL) will be given.

People Management Responsibilities:

The Green Space Partnership Officer is not responsible for managing staff.

Relationships:

We need you to have the ability to communicate and build relationships at all levels of the organisation. Work collaboratively with Green Space and other teams, park users, Councillors, amenity groups, friend's groups, contractors, residents and tenant and resident associations.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,