**Job Profile Information:** Senior Operations *Officer*

**This supplementary information for the officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 4 Zone 2. Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Senior Operations Officer plays a key role in ensuring the maintenance and improvements undertaken in Camden’s Green Spaces are completed to a high standard. The post will deliver high quality, high profile infrastructure capital projects that contribute to ensuring the quality, inclusivity and sustainability of Camden’s parks and green spaces. The role manages the installation projects from inception through to completion, managing external landscape designers, other contractors and volunteers, and ensuring effective engagement with councillors and Camden’s communities. The role monitors the performance of the grounds maintenance contract by carrying out site inspections, completing desk top investigations, logging and raising issues with the contractor and checking that remedial action has been taken. The role is diverse ranging from contract management and contract performance monitoring, using the latest systems to ensure work efficiency to undertaking hands on practical interventions/repairs in Camden’s Green Spaces. The post will join a dynamic, multi-disciplinary team and contribute to our commitment to deliver for the people of Camden by delivering value for money services by getting it ‘right first time’.

**Example outcomes or objectives that this role will deliver:**

* Lead on planed, ad-hoc and intelligence led monitoring inspections on Camden’s green space assets and properties.
* Compile inspection reports on performance of contractors against specification for each site. To raise default and rectifications where work has not been delivered and monitor remedial actions.
* To supervise contractors and monitor contractor performance to ensure projects are effectively implemented and comply with Council regulations and procedures.
* Financial management including budget monitoring and reporting to ensure services are delivered in line with budget.
* Prepare District Management Committee bids to improve green space assets on housing land.
* Identify additional budgets and seek authorisation to programme allocation to Green Space asset replacement and maintenance.
* To liaise with multiple internal and external stakeholders including estates management colleagues, parks on open spaces colleagues, amenity groups, friends groups, tenant and resident association on grounds maintenance issues and planned improvement works.
* To organise and chair both internal and external meetings including monthly play maintenance meetings and liaison meetings when required.
* Lead on asset management system development and ensure green space asset management and mapping systems are up-to-date.
* To check the safety of sites during inspections and raise issues of public safety with the contractor as a matter of urgency escalating serious public safety risks to the Operations Manager and other relevant officers.
* The post holder will be responsible for the full works process from raising works orders, ordering materials to maintaining the works systems (Confirm) and reporting as required to the Green space Operations manager.
* The post holder will check the safety of sites when undertaking works and rectify or make safe issues of public safety as a matter of urgency escalating serious public safety risks to the Operations Manager or equivalent officer with appropriate responsibility.
* Lead on pre and post event inspections on assets procedures where required.
* To deliver Green Space asset installations across both housing and Parks ensure the projects effectively implemented, delivered on time and within budget.
* To supervise contractors and monitor contractor performance to ensure projects are effectively implemented and comply with Council regulations and procedures.
* Financial management and budget monitoring and reporting to support programme delivery.
* To maximise investment delivery by identifying and securing external funding to support projects
* To ensure that standards, document control, policy and procedures for all Contract delivery are developed and maintained.
* To undertake procurement of services and works and comply with procurement policy and procedures
* To manage appropriate consultation, communications and engagement with local communities in relation to green space projects, to ensure stakeholders are well- informed.
* To provide technical advice and support on the design and implementation of projects and site management.
* To play a key role in informing the development and review of the green space investment programme.

**People Management Responsibilities:**

*Assist the Operations Manager with the teams works programming and project prioritisation.*

**Relationships;**

Green Space team-, info exchange management and advice, influencing, negotiating, changing, motivation

Contractors and consultants- info exchange management and advice, management, influencing, negotiating, changing, motivation

Policy & senior Officers- info exchange management and advice, influencing, negotiating, changing, motivation

Voluntary organisations, info exchange management and advice, influencing, info exchange management and advice

Elected Members- info exchange management and advice, influencing, advice.

Police and other emergency services.

**Work Environment:**

* The post holder will be based at 5 Pancras square but is required to be flexible in working across the council.
* The job requires flexibility with regard to the multiple Green Spaces within Camden’s.
* The post works across Green Spaces that are based within an inner city environment.
* Works will sometimes take place outside of normal office hours evenings and weekends.
* Completing site inspections and monitoring outside.
* Lone working including in some isolated sites.

**Technical Knowledge and Experience:**

* Proven experience in contract monitoring and management, dealing with contractors and sound technical knowledge of range of services delivered within green spaces.
* Experience in effectively project managing improvements to green spaces.
* Budget control and experience of delivering services within financial limits.
* Excellent knowledge of Information Technology Systems including outlook, MS Office package and experience of using Confirm and mapinfo or willingness to learn.
* Good understanding of play and other Green Space asset maintenance procedures.
* Excellent customer service skills including the ability to handle difficult customers and situations.
* Excellent personal and service organisational skills, including work prioritisation. Methodically approaches a large workload and ability to provide accurate work that meets tight deadlines.
* Excellent communication skills, at all levels and across all forms
* Experience of working in an outdoor environment in all weathers and in difficult conditions.
* Ability to listen, effectively extract important information and communicate this onward using different means.
* Is a team player and can create and maintain a positive attitude to the team, proven through performance improvements and high morale.
* Ability to create comprehensive, practical plans that meet business priorities and have a noticeable outcome.
* Willing to work evenings and weekends
* The post holder must hold a current full British driving licence
* Experience of driving heavy and light vehicles, trailers and operate diggers, plant, generators and hydraulic lifting equipment is an advantage
* Experience in general construction is an advantage. Experience or willingness to learn to use a wide range of hand tools and relevant machinery and equipment.
* Is a team player and can create and maintain a positive attitude to the team, proven through performance improvements and high morale.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

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