



**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Head of Parks Services**

**Grade: MGC**

**DIVISION/SECTION: Public Space**

**Location: Civic Centre, Morden**

**Responsible to: Assistant Director Public Space**

**Budget: ££2.5M in expenditure and £830K in revenue annually**

**Responsible for:**

- **Manager of Mitcham Common**
- **Parks Development Manager (Buildings and Infrastructure)**
- **Parks Development Manager (Investment and Improvement)**
- **Parks Services Client Officer**
- **Canons HLF Project Manager**

**Post number:**

**Date: October 2021**

**MAIN PURPOSE**

To be the Council's lead officer for Parks Services, including procurement, commissioning, management of contracts, partnership arrangements (both internal and external), the development of service improvement strategies, plans and performance frameworks.

To ensure the effective and efficient management, maintenance and operations of the Borough's Parks, Allotments and Cemeteries.

To take a lead role in the ongoing partnerships with key stakeholders and service providers including, but not limited to: relevant Government Agencies, Friends Groups, The Mitcham Common Conservators, Safer Merton, and

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volunteers providing timely advice to the Assistant Director, Public Space Contracting and Commissioning, Department Director and relevant Cabinet Members.

To be responsible for and ensure the management of the Parks Services Team and contracted services with regard to performance management. To be the lead officer of asset data systems; and ensuring statutory compliance, best practice and corporately required monitoring systems of these service areas are implemented and maintained.

To work collaboratively with the lead Officers (Head of Street Environment & Green Spaces and Head of Leisure and Culture) in fulfilling the ambitions of the service, delivering the strategic visions of the Division and working with the service's Service Suppliers to maximise the sustainable delivery of Parks Services for the benefit of users, while acting as a custodian for future generations of users.

To be responsible for the operational management of the Council's cemetery service delivered through the Council's service provider. Including representing the service at the Merton & Sutton Joint Cemetery Board committee meetings, leading on the annual infrastructure repair & development programme and ensuring the sustained delivery of the memorial safety testing programme.

To be the lead Officer in the management of Allotment services and management of Council asset(s) / land holdings for the purposes of the Small Holdings and Allotment Act 1908 and the Allotments Act 1925; including the strategic development and support to the transition of sites to a self-managed model.

To be the lead Officer in the coordination of mortality management information that may be required Departmentally and/or Corporately.

As a cost centre manager, lead the effective management of the budgets (Revenue and Capital) for the named and authorised Public Space services. Ensuring contractor(s) are delivering value for money, developing and implementing savings plans in accordance with corporate targets and maximising all commercial and external funding opportunities.

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## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. Service Responsibilities**

- 1.1. To ensure that all aspects of commissioning activity delivers cost effective, good quality outcomes

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- 1.2. To lead on the management and monitoring of Parks Contracts, (performance management - including the ability to assess risk and act as required).
  - 1.3. To oversee the effective and efficient monitoring of contractual services (including cemeteries and allotments) and programme of inspection of assets and utilise this to inform contractual discussions
  - 1.4. To lead and advise on habitat management, sustainability and biodiversity initiatives and support other park related programmes in the borough's parks and greenspaces (e.g. Green Flag and Merton in Bloom)
  - 1.5. To work with the Head of Street Environment and Green Spaces to deliver service objectives through the commissioned service model
  - 1.6. To work with the Head of Leisure and Culture to deliver events and commercial opportunities utilising the Parks assets and for the betterment and enjoyment of residents and service users.
  - 1.7. To lead on the securing of investment in the parks' assets and services through an appropriate combination of Government and CIL funding, commercial income (in conjunction with the Head of Leisure and Culture) and philanthropy
  - 1.8. To work closely with the Performance and Business Support Team to ensure services shape future development activity, achieving the needs and aspirations of our communities
  - 1.9. To provide and present regular reports and recommendations in conjunction with the Performance and Business Support Team regarding the performance of the team, all commissioned services and any other relevant issues to a range of stakeholders. Including (but not limited to): the Assistant Director of Public Space Contracting and Commissioning, Director of Environment & Regeneration and Corporate Directors and decision makers
  - 1.10. To engender good Officer / Councillor relations and in particular keep Councillors informed on relevant service issues, prepare reports and recommendations for Cabinet, Council, and Overview and Scrutiny Panels, including presenting reports and offering advice to elected members
  - 1.11. To develop and ensure the delivery of strategies and accompanying improvement plans in accordance with Council policies and budgetary constraints and to develop the service arrangements to reflect changes in legislation and other relevant factors

- 1.12. To be the Council's expert advisor on parks through the provision of good quality and timely advice to senior managers and Councillors, being able to competently represent the Council at external meetings
- 1.13. To oversee and maximise participation and impact of the division's Volunteering and Engagement programme
- 1.14. As directed, take the lead or contribute to cross divisional, departmental or corporate projects
- 1.15. To ensure that all correspondence is of a high quality and is prepared in accordance with departmental policy and corporate targets

## **2. Finance and Resources Responsibilities**

- 2.1. To be a cost centre manager, including preparing resources and performance reviews, savings plans, detailed budget plans, capital programmes and undertaking budget management for all delegated Public Space service cost centres
- 2.2. To produce regular reports on the use of resources and financial budgets, ensuring financial regulations, service forecast planning and payment procedures are followed
- 2.3. Use technology effectively with colleagues, stakeholders, and contractors to improve the effectiveness and efficiency of services delivered and to provide strategic insight to enable improvements and advancement of technological solutions to support service enhancements

## **3. Staff**

- 3.1. To lead and manage the staff in the Section effectively including recruitment, performance management, sickness monitoring, training and communication and managing workload to take into account Council priorities. This will include leading and advising on appropriate team structures to enable the efficient delivery of commissioned services and contract management responsibilities
- 3.2. To provide leadership and contribute with the Leisure and Culture Team in the promotion of Merton Council's visions and missions, including adopting a "One Team" approach and contributing to Merton Council's ambition to become London's Best Council

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- 3.3. Tackle poor performance positively and effectively utilising the Council's established policies and procedures
  - 3.4. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures

#### **4. Commissioning, Contracts and Relationship Management**

- 4.1. To be the lead officer for procurement and commissioning of activities and services within the Parks and Greenspaces section, while contributing to Divisional procurement and commissioning requirements
- 4.2. To ensure customers / clients, Councillors and stakeholders are provided with the specified standard and level of service that is expected, managing and rectifying with the contractor or staff any shortfalls in performance or where potential improvements have been identified
- 4.3. To develop and maintain effective partnership working with a range of organisations including, but not limited to; relevant Government departments and agencies, Greater London Authority, other boroughs and within Merton Council

#### **5. Management and Leadership**

- 5.1. Fully and positively participate in the Council's performance appraisal scheme in order to develop and enhance personal and service performance
- 5.2. To ensure the team work towards and are up-to-date with Council objectives and targets as allocated

#### **6. Equalities**

- 6.1. Implementation of the Council's diversity and equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery



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	Date	Name
1. Date drawn up		
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		

<b>Employee Signature:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Date:</b>	



**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE: Head of Parks Services**

**Grade: MGC**

**Date: October 2021**

<b>Criteria</b>	
<b>Knowledge</b>	
1.	Extensive knowledge and experience of public green space management and amenity and environmental horticulture.
2.	Proven knowledge of plant species and of cultivation techniques including skills in horticultural design.
3.	Knowledge of recreation activities, parks maintenance and services.
3.	Knowledge and experience of contract management including writing and reviewing specifications, ordering and supervision of work and handling general contract issues.
4.	Financial procedures including budget management and reporting.
5.	Knowledge of the regulatory environment and how this impacts on the delivery of the key services within the area.
6.	Commissioning and procurement processes in a large public sector organisation.
7.	Knowledge of and commitment to equal opportunities.
<b>Skill</b>	
8.	Ability to prepare strategies and budgets.
9.	Ability to lead on key projects, making decisions in priority areas utilising a flexible / agile approach to problem solving and incident management.
10.	Ability to communicate clearly and effectively with a range of audiences.
11.	Ability to support team to achieve goals and manage a demanding workload.

12.	Ability to recognise and source relevant and appropriate data and information in order to manage and improve service performance, contractor performance and customer service and insight.
13.	Ability to quickly analyse and interpret written, numerical and financial information.
<b>Aptitude</b>	
14.	Ability to deliver high quality services that demonstrate value for residents.
15.	Innovative and imaginative approach to service improvements and meeting financial challenges.
16.	Creative, flexible and proactive approach to problem solving.
17.	Ability to identify and deliver commercial opportunities.
18.	A confident approach to managing demanding relationships with internal and external providers and contractors.
19.	Seeks feedback and uses all learning opportunities to increase self awareness and create opportunities for personal development to improve performance.
<b>Experience</b>	
20.	Experience of delivering and developing services, both through internal service and commissioned service models.
21.	Experience in risk reduction using risk assessment, analysis and incident management.
22.	Experience of building and developing productive and collaborative working relationships with partners, suppliers and providers.
23.	Experience in managing high value contract management activities
24.	Project management of complex and high value programmes of work.
25.	Experience of working in a political environment and developing effective relationships with members.
26.	Experience of managing a diverse team effectively by a consistent approach to recruitment, training and development, performance management, capability, grievance and disciplinary issues.
<b>Special Requirements</b>	
27.	A commitment to Equal Opportunities and the ability to assist in the development and delivery of equalities initiatives and meet the authority's Codes of Practice.
28.	Prepared to work outside normal office hours as required in the interests of the service, including responding to emergencies.