

**Job Purpose:**

As a Group Leader you will support the Operational Manager to manage a specialist ‘function’ within Environment and Greenspace and to drive forward Greenspace Management initiatives, the Council’s corporate plan and shared outcomes. You will have a key role supporting and developing a strategic approach for your particular specialist area and be responsible for the management and development of staff within the activity.

The functions within Parks, Environment and Greenspace include

<b>Operational Delivery</b>	<b>Greenspace Development</b>	<b>Regulatory Management</b>
<b>For</b>	<b>For</b>	<b>For</b>
<ul style="list-style-type: none"> <li>• Landscape Maintenance</li> <li>• Arboricultural management</li> <li>• Landscape construction</li> <li>• Play maintenance</li> <li>• Woodland management</li> </ul>	<ul style="list-style-type: none"> <li>• Parks Development</li> <li>• Volunteer support and development</li> <li>• Allotment and Land management</li> <li>• Inspection regimes for Trees, Woodlands and Playable spaces</li> </ul>	<ul style="list-style-type: none"> <li>• Civil Enforcement action including Parking</li> <li>• Greenspace and Environment Waste enforcement</li> <li>• Environment and Community Support</li> <li>• Public Rights of Ways and Definitive Map Management</li> </ul>

You will be responsible for ensuring that teams develop and deliver services which ensure safe, efficient and effective delivery of work outcomes working with and to support our communities.

You will support opportunities to improve areas and landscape, new ways of working, to develop strategic long term plans and the development of activities to support communities and benefit environments.

You will engage with customers, local businesses, schools, elected members and partner agencies, both internal and external to the Council to ensure objectives for service delivery and performance are met. You will need to regularly consult and engage to respond and meet demands; you will monitor performance but also lead projects and initiatives to implement changes, respond to changing requirements and for outcomes to be achieved.

You will assist the Operational Manager in the development of appropriate policies and procedures.

You will advise on and oversee the procurement, management and delivery of resource, this will include managing budgets, contracts and projects.

**Key Areas of Responsibility**

- Manage staff undertaking a variety of services. Work closely with your team, other services and with stakeholders to support service delivery, ensure communication and appropriately engage.
- Support the development of strategies for improved environments, use of facilities and increased community participation. Lead, research and manage projects and initiatives and represent the service in projects across the Council and with communities to develop and deliver outcomes.
- Proactively manage and identify areas for improvement, new ways of working and generating income. Provide reports, and present reports to appropriate decision making forums, including Senior Leadership Team, Executive Team.
- Provide technical expertise and guidance to manage your functional area, assess resource requirements, produce estimates, tenders, and manage budgets and to ensure the regulatory, legislation or operational functions for your area are undertaken effectively.
- Establish and maintain close working links with other Council services to optimise opportunities for joint working, promote diverse inclusion as well as community and 3<sup>rd</sup> sector inclusion to achieve sustainable services. This will include developing a commissioning approach for some activities to meet outcomes for residents, businesses and communities in Kirklees.
- Provide clarity on standards and communicate expectations.
- Support staff to develop and engage to improve and support service aims. Support the formulation and implementation of training and service plans. Implement procedures as required for the management of performance.
- Ensure health and safety procedures are in place, areas of risk are identified and mitigation implemented, monitoring and review regimes are in place, and a focus on continuous improvement.
- Support the development of strategies for improved use of resources which also meet objectives of our corporate plan and agendas for reduced environmental impact. Lead analysis particularly related to resources requirements and procurement needs, ensuring long term strategies for sustainable waste management, low carbon and other green agendas are integral and promoted, as well as consideration of cost.
- Supporting the Operational Manager, deputising where required locally and regionally, liaising with key partners, community groups, senior management and other public service providers.
- Ensure management information systems are maintained; provide regular information to support analysis of performance and evidence communication.

## Decisions

- Responsible for day to day management and leadership of their team, including managing and inspiring team members, managing budgets and resources to meet performance and financial targets, and ensuring the team receive relevant training and development.

- Plans and prioritises own workload in line with Corporate and service priorities, recognising the need to balance delivery of pre-planned activities with responding effectively to unforeseen events including support to any work continuity requirements.
- Support to help deliver any extreme weather responses
- Decision-making where difficult situations have emerged and have been elevated by team members, especially where there are health and safety, safeguarding, or financial implications. They would be expected to be able to make decisions on more complex cases and support others with this, however where the risks are significant or affect policy, they would be referred to the Operational Manager but the post holder would still be expected to have a contributory role in shaping and developing appropriate course of action and reshape of procedure or policy.
- The post holder will be expected to have high levels of technical experience to ensure statutory and operational requirements for their function are met.
- Lead decision-making on how your function and teams within your functional area can best contribute to supporting the Council in delivering the Corporate Plan, through effective leadership, working with people, communities and partners and working in the most efficient and effective way.
- Required to support and advise Senior Management on the development of relevant policies relating to specialist function.
- Significant contribution to procurement processes to meet the requirements of your teams, for working within the Council's Financial Procedure Rules and procurement framework, ensuring robust, safe and cost-effective contracts are in place to support the development and to deliver services and projects.
- Represents the Service locally, representing the service at a variety of forums
- Please see your responsibilities related to [safeguarding](#).

### Resources – Financial & Equipment

- Accountable for budget within your functional area. This will include expenditure and financial management of procurement and provision of transport, staffing costs, supplies and services and capital spend where available / appropriate. They will make decisions related to spend and programme works. E.g. Operational Management and Parks Development Functions post holder will be accountable for the expenditure from agreed budgets - E.g. Capital Improvement programme for play areas. The Capital (Council and Grant) £ 1.5 m. The post holder will also assist in budget section - Gross Revenue Expenditure £1.75m. Income £ 700k. Securing grants, contracts which support income generation – normally in the region of 300,000 per annum.
- Accountable for ensuring high value contracts are in place in line with Financial Procedure Rules for both commissioned work and for contracts.

- Responsible for ensuring GDPR requirements are in place across the service, and reviewed as necessary.
- Produce and oversee the preparation of tenders and contracts, ensuring sound commercial acumen and robustness is demonstrated in formulation of specifications which attract and retain business and ensure compliance with finance and procurement rules. Bid for funds to secure funding to provide new or different services.

## Work Environment

### Work demands

- Regular requirements for report writing, producing documents such as briefing notes to be produced sometimes to short timescale with speed and accuracy will be requirement. The reports written can be lengthy with all or most of the working day being spent or several days in a row working on them, for example, options papers for senior management/cabinet. The planning of strategies takes significant time and input from specialist areas.
- Co-ordination of projects whilst ensuring appropriate resource and technical expertise and buy in to deliver outcomes.
- Influencing and managing work in a climate of stakeholder challenges, conflict and pressures from a variety of sources, including public pressure, clients and expectations from Councillors as well Heads of Service and Operational managers and work teams.
- High pressured environment, ensuring a range of statutory, voluntary, community lead or commercial services are delivered in a climate of competing demands, dealing with and seeking to resolve complex cases that have been elevated by your team, including dealing with and decision-making re safeguarding and health and safety issues.
- Dealing with conflicting demands and frequent interruptions to provide advice, suggestions, some require immediate responses, regular deadlines, medium and long-term deadlines, and support team members to deal with similar demands.
- Analysis and production of performance management reports whilst also dealing with interruptions to provide advice/suggestions.

### Physical demands

- Based in an office environment but required to attend meetings with services, internal Council services and external agencies within Kirklees and occasionally beyond.
- Considerable time spent working on a PC / laptop, encouraged to work in a mobile and agile way.

### Working conditions

- Office environment for 75% of the time.
- When attending meetings which may be located at sites across Kirklees, they will need to ensure they wear appropriate PPE, be aware of hazards which may be environment or people related.

### Work context

- Lead, motivate and inspire staff and partners to meet objectives.
- Working as part of the management team for Parks and Environment supporting policy development as well as operational delivery including for other Council services as required. This includes:- supporting working towards carbon neutral targets, increasing

biodiversity, supporting citizen engagement and active participation, working in partnership with internal and external stakeholders.

- Whilst an office-based role, the post-holder will regularly represent the team and the service at meetings which are located at sites across Kirklees, with KNH, communities, area based meetings.
- Leading and managing the Team, undertaking 1:2:1's, appraisals and team meetings.
- Liaising with providers, businesses and the Council's procurement team to ensure good quality and reliable resources which meet expectations for health and safety.
- Due to front line nature of service delivery and impact of change, amendment or provision of service can have to individuals or communities, the post holder may be exposed to occasional (from time to time) emotionally challenging circumstances and verbal aggression, either on the telephone or in person and the worker needs to be skilled in de-escalating volatile situations and escalating to the post-holder's Manager where required.
- Prepared to undertake a work pattern which will include working some evenings, weekends or on some bank holidays

### Position of Job in organisational structure

Operational  
 Manager  
 Grade 16

Group Leaders  
 3 x Grade 14

### Knowledge, Qualifications, Skills and Experience

### Shortlisting Criteria

Educated to degree level or able to demonstrate substantial experience of managing similar services and the ability to produce, prepare and present and interpret technical reports.

E

Technical expertise and substantial experience in at least one Landscape Management or Enforcement Discipline.

E

Thorough knowledge and understanding of relevant legislation, policies and operational issues, including emerging best practice.

E

Experience of tendering and the management of contacts, including experience of undertaking procurement processes and submitting tenders.

E

Comprehensive knowledge of operational practices, machinery, plant and equipment related to environmental management.

E

Detailed knowledge of court proceeding and statutory regulations related to the specialist function. For this recruitment, you will need to have knowledge for **Regulatory Management / Greenspace Development / Operational Delivery (delete as appropriate)**

E

Experience of managing large budgets, making decisions on budget spend and reporting on financial performance.	E
Experience of managing and leading a diverse team, including remote workers, embedding performance management standards whilst delivering quality services	E
Experience of successfully providing services focussed on customer need, whilst effectively managing customer expectations.	D
Ability to lead and deliver change effectively.	E
Competent in the use of IT and must have excellent communication skills to produce reports and provide presentations.	E
Knowledge of safeguarding principles and the importance of a robust safeguarding approach.	E
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Knowledge of safeguarding principles and the importance of a robust safeguarding approach.	E
Proven ability in project management, problem-solving, finding solutions and working with others to manage and develop services.	E

### Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council employee within the organisation. This role is at level 3. Find out more about the Council's [Behaviours and Expectations](#).

### General Information

See your responsibilities related to [Safeguarding](#).

- Able to occasionally work unsocial hours.
- Driving licence or able to travel independently across Kirklees.
- DBS check required.

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**Last updated: 14.08.2019**

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.