

Service Manager/Team Manager

Job Description (Tier 4)

Job Title	Operations Manager – Country Parks
Role Type	Team Manager
Salary	NJC SCP 30-32, £46,142 to £48,226
Benefits	(ie agile working, leave, pension, inclusive culture)
Directorate	Communities
Team	Country Parks & Green Spaces
Accountable to	Service Manager, Country Parks & Green Spaces
Hours	Full Time 37 Hours pw
Location	Kingsbury Water Park & Ryton Pools Country Park
Accountable for:	
<ul style="list-style-type: none"> Team Responsibility 	7 individuals (direct reports)/ c. 30 staff overall in Ops team
<ul style="list-style-type: none"> Annual Budget 	Approx. £500k (excl. Salaries)
Politically restricted role	No
JEID (Job Identifier number)	
Essential Qualifications	Degree or equivalent in countryside management or other relevant qualification, or significant relevant operational experience.

Context

The Operations Manager has a fully active role in our Country Parks management team, working to deliver our Council's strategic priorities around health, well-being, education and sustainability from these key natural capital assets.

You will support the Service Manager to lead the Country Parks service, with a particular focus on the operational elements of delivering high quality visitor attractions. You will lead and motivate a team focusing on the day-to-day operations of our five parks, three greenways and two nature reserves, supporting Senior Rangers to manage their staff as well as three Specialist Rangers covering key habitats.

You will lead on health and safety to ensure visitors and staff are safe at all times. You will also oversee the management of the sites themselves to make sure they are fit for purpose and deliver outstanding customer experiences. You will ensure your delivery team work cohesively with the strategic and commercial team to get the most out of our green and blue spaces.

Key responsibilities (including technical responsibilities and key stakeholders/customers)

- Leadership of the main operational team at the Country Parks, to include staff development and training; rotas and recruitment/appointments; and management of HR issues. This includes supporting the Senior Rangers to manage their own teams and

ensuring staff deployments across our ten sites remain proportional to demand and complexity.

- Oversight of health & safety of staff, volunteers and visitors at all parks, greenways and nature reserves, and ensuring staff are trained and equipped in this regard.
- Lead on the development and delivery of site management plans for all sites in the Country Parks portfolio. Using these management plans, along with council objectives, corporate behaviours and team principles, to agree priorities and work planning for your teams.
- Coordinating the habitat-focused work of the Specialist Rangers with the Senior Rangers, particularly around obligations relating to environmental land management schemes, such as Biodiversity Net Gain, Countryside Stewardship and Sites of Special Scientific interest (SSSI).
- Overseeing compliance with relevant legislation and statutory local authority duties, such as, but not limited to, Environmental Permitting Regulations, Fishery Management Legislation, Wildlife and Countryside Act, Environment Act, Natural Environment and Rural Communities Act, Warwickshire Local Nature Recovery Strategy (LNRS).
- Managing the maintenance and development of the Parks estate within revenue and capital budgets to maximise and sustain their service potential.
- Oversee the coordination of volunteer activity across sites, including health & safety, collaboration with wider activities and adherence to high standards of management and delivery.
- Working closely with the Strategic and Commercial Manager to coordinate cross-cutting activities such as events, educational visits, holiday and wellbeing activities, commercial activity and capital investments, and to advise on corporate reporting requirements such as budget monitoring.

Person Specification What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

- Three years' operational experience in Country Parks or similar services.
- Experience in leading shift-based teams at the forefront of public service provision
- Knowledge of green space management
- Understanding of how public health and education outcomes can be delivered through natural capital assets
- Understanding of how good monitoring frameworks and practices create effective quality and performance management
- A confident communicator, able to develop strong working relationships with internal and external stakeholders at all levels, including elected officials, local and regional partnership organisations, members of the public, contractors and concessions and leaseholders.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
<p>Driving organisational performance through change</p>	<p>Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be.</p> <p>Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems.</p> <p>Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen.</p> <p>Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs.</p> <p>Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.</p>
Generic Competency	Indicators
<p>Organisational & People Leadership</p>	<p>Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it.</p> <p>Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.</p>

	<p>Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.</p> <p>Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities are available for everyone. Shares own expertise through coaching and mentoring.</p> <p>Promotes and values equality and diversity, takes account of and learns from different individual needs and views.</p> <p>Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.</p>
Generic Competency	Indicators
Finance and Commercial Leadership	<p>Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.</p> <p>Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.</p> <p>Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.</p> <p>Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.</p> <p>Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.</p>
Generic Competency	Indicators
Strategic Thinking & Planning	<p>Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.</p> <p>Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.</p>

	<p>Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals.</p> <p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p> <p>Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.</p>
Generic Competency	Indicators
Performance & standards	<p>Ensures the safe operation of services and compliance with appropriate regulations and legislation.</p> <p>Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered.</p> <p>Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required.</p> <p>Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>
Generic Competency	Indicators
Relationship Management	<p>Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction.</p> <p>Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.</p> <p>Utilises logical arguments backed by evidence to support their opinion and advice and persuade others.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p> <p>Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.</p>

	Takes opportunities to understand own style and approach, and how they might influence and persuade others.
Generic Competency	Indicators
Personal Leadership	<p>Displays leadership behaviours and remains calm and objective in all situations.</p> <p>Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way.</p> <p>Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account.</p> <p>Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>

Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be