



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Green Spaces Project Officer**

**18 months, based in Kingston**

**Grade H**

### **Role purpose**

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture.

All major contracts operated by the Council, including, but not limited to, Waste, Green Spaces, Parking, Facilities Management and Leisure, are delivered through the Contracts and Commercial unit for efficient and effective delivery.

The role reports directly to the Green Spaces Development Manager, supporting the delivery of the Community Parks Programme and Recommissioning of our grounds maintenance and arboriculture contracts.

### **Key activities**

#### Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

#### Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

#### Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

#### Delivery

- Lead the delivery and performance management of contracts delivering infrastructure improvements in our parks and open spaces (currently funded to March 2021)
- Provide project management support to the recommissioning of the grounds maintenance and arboriculture contracts, to be in place by January 2021.
- Ensure resources relating to the contracts are used efficiently, assisting in the monitoring of budgets as required
- Continuously look at how contracts can be improved to make them more effective and deliver efficiency.
- Incorporate sustainability considerations in decision-making around contract management.
- Maintain positive and productive supplier relationships.
- Be responsible for the delivery of key functions of the contracts as required.
- Deliver projects to ensure they meet outcomes within agreed standards, cost and time.
- Act as a key point of communication for all contract-related information to stakeholders.
- Ensure all partners and providers deliver social value and wider outcomes for communities and neighbourhoods.
- Keep up-to-date with relevant policy and legislation to ensure delivery is effective.
- Communicate and engage with customers and stakeholders to resolve and respond to issues with contract performance
- Collect and collate data in relation to contract performance and compliance with statutory requirements, using these to report and make recommendations

#### Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

#### **The person**

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task
- Be able to undertake site visits and work safely without supervision

Role specific skills:

- Experience of contributing to the commissioning and delivery of public-facing services through contractual or other third party arrangements
- Operational experience and technical knowledge relating to the delivery of environment focussed contracts or services
- Experience of integrating sustainability considerations into service delivery.
- Stakeholder management skills and a focus on customer satisfaction
- Experience of maintaining productive and collaborative working relationships externally with partners and providers
- Awareness of financial procedures including budget monitoring
- Understanding of commissioning and procurement exercises in a large organisation
- Good level of numerical, literacy and analytical skills
- Knowledge of contracts management and monitoring principles and techniques
- Previous experience of fulfilling responsibilities around legal and statutory compliance relating to the functions provided by relevant contracts
- Project management skills and understanding of recognised methodologies such as PRINCE2, MSP, Agile, Lean or Kaizen

**Our Values**

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence