

**Job Description**

**Role Profile Upton Country Park Operations Officer**

**Service/Team** Commercial Operations

**Reports to** Upton Country Park Team Leader

**Responsible for** UCP Estate Worker (Conservation), UCP Estate Worker (Horticulture), Environmental & Conservation Apprentice, Horticultural Apprentice, Stewards and volunteers a required.

**Number of posts**    4

**Post number**  104740 (ML4580)

**Career Grade**  H

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has a positive impact to the operation and development of Upton Country Park as a leading heritage attraction.

**Job Overview**

To support the strategic development, management and promotion of UCP as a leading heritage attraction, in line with the Management Plan, Business Plan and Council strategy and policy. Maintaining and developing the varied habitats, facilities and day to day operations, whilst inspiring the team, meeting challenging financial targets and ensuring consistent quality customer service is maintained.

**Key Responsibilities**

1. Manage the day-to-day grounds operation, which includes equipment, vehicle and infrastructure maintenance and servicing, habitat management, ecological monitoring, as well as built facilities including car parks, play elements, interpretation and general site presentation.
2. Manage, maintain and improve the informal and formal grounds, to maintain a high standard (e.g. Green Flag) by liaising with colleagues, outside organisations and contractors, ensuring compliance with the relevant legislation and/or best practice.
3. Supervise and develop staff and volunteers, maintaining up-to-date training records and provision of suitable Personal Protective Equipment.
4. Maintain and update H&S documentation including outdoor structures, play equipment, site inspection checks, chemical storage, ladders checks, vehicle and machinery/equipment maintenance etc.
5. Manage, monitor and report on the associated Operations budget. Procuring goods, equipment and services in line with standing orders to meet agreed specification and standards, ensuring accurate records are maintained and financial regulation met.
6. Alongside UCP Visitor Services and Catering, support the supervision and delivery of concessions, events and activities as appropriate to the business needs and seasonal programme.
7. Manage and support immediate emergencies (e.g. first aid, fire, power fault), following and reviewing procedures as required.
8. Oversee and participate in the 7-day duty rota to meet the needs of the customers and service delivery, actively participating in the Estate Management Team to support the operational delivery of the site as a heritage attraction.
9. Oversee site security (contractual, caretaker and patrols) to assist in the enforcement of byelaws, opening hours and site security.
10. Provide information, advice and interpretation to customers through formal and informal contact (e.g. guided walks, and talks). Investigating and responding to customer enquiries, reports and complaints should they arise.
11. Support the long-term strategic planning, contributing to develop and deliver innovative park management, community engagement, and sustainability initiatives to enhance visitor experience and operational efficiency.
12. Contribute to the financial planning process and ensure effective use of resources.
13. Build and develop positive relationships with volunteers, stakeholders, customers and colleagues.
14. To keep up to date with and adopt when relevant, national, regional and local initiatives and good practice.
15. Deputise for the Team Leader as and when required.
16. To work towards the Council’s and Unit’s vision, objectives and values.
17. To undertake such other duties or necessary training as may be required from time to time and commensurate with the level of the post.
18. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

* Certificate qualification (or equivalent) in countryside management or related discipline, with practical and managerial land management experience across a range of formal and informal habitats (including horticulture).
* Management and development of staff and volunteers.
* Budget and administration management.
* Working and promoting engagement with a range of community groups and volunteers. Organising and leading a variety of volunteer activities, practical tasks and events.
* Communicating with the public, customers and partners, including written reports.
* First aid at Work certification or willingness to undertake training.
* Health & Safety training or willingness to undertake training.
* Working knowledge of health & safety at work & safe working practices.
* Working knowledge of horticulture, ecology and landscape management.
* Working knowledge of facility management.
* Good DIY skills.
* Well-developed literacy and numeracy skills.
* Competent working knowledge of Microsoft Office.

**Personal Qualities & Attributes**

* Confident communicator with excellent interpersonal skills and the ability to develop and sustain relationships with a wide variety of internal and external contacts.
* Creativity in problem-solving and developing new initiatives. With a flexible and adaptable, ‘can do’ approach, and a willingness to work individually or in a team.
* Ability to work effectively under pressure, forward plan and prioritise.
* Well organised, efficient with attention to detail.
* Ability to motivate and train colleagues & staff and to promote a culture of empowerment and inclusion.
* Ability to use machinery (including tractor/trailer)
* Highly motivated with a focus on positive outcomes and able to work on own initiative.
* Supportive and motivating towards managers & colleagues.
* Friendly and approachable with strong commitment to customer care ensuring high levels of client satisfaction.
* Commitment to equality and diversity and offering fair access to all.
* Commitment to ongoing professional development in emerging trends in park management and willingness to undertake training and development as necessary.
* Willing to wear a provided uniform.

**Job Requirements**

1. Basic DBS check required.
2. Short medical.
3. Full valid UK manual driving licence with permit to drive trailers.
4. Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
5. Must be physically fit and able to work outdoors in all weathers.
6. Available to work regular weekend and occasional evening, including Bank Holidays, as part of a 7-day duty rota.