



PLAYGROUND MANAGER

JOB DESCRIPTION

JOB TITLE:	Playground Manager (Diana, Princess of Wales Memorial Playground)
BASED:	Magazine Storeyard, Kensington Gardens, London, W2 2UH
SALARY:	£28,500 - £34,800 per annum
TERMS:	Full time, Permanent contract (across a 7-day working week). Required to work 3 weekends out of 4 across the year. Some shifts require working to 8pm. 26 days annual leave, plus Public Holidays. A pension scheme is available.

KEY INTERNAL RELATIONSHIPS:

Colleagues from the Kensington Gardens and Brompton Cemetery Park Management Team. Royal Park Officers including Park Managers and Assistant Park Managers and others from the Parks Directorate. Officers from other Directorates including the Fundraising and Engagement, Resources, Commercial and Events, Estates and Projects.

KEY EXTERNAL RELATIONSHIPS:

Managers and staff of contractors, concessionaries, service providers and other specialists (Landscape Maintenance, Arboriculture, Facilities Maintenance, Toilets and Cleansing, Play Specialists). Officers of the Metropolitan Police Service (MPS). Consultants employed from time to time in the course of park and playground business. Industry bodies and related organisations e.g. RoSPA, London Play and London Marathon Charitable Trust. Schools. Historic Royal Palaces. Other play providers. The Friends of Hyde Park and Kensington Gardens.

REPRESENTATION ON TRP GROUPS:

Operational core contract meetings including Works, Toilets and Cleaning and Landscape Maintenance. Attendance at Play Board, local Health and Safety Committee, Assistant Park Manager meetings and Sustainability. Attendance of other groups as business needs require.

BACKGROUND:

The Royal Parks (TRP) is a charity created to support and manage 5,000 acres of Royal parkland, looking after eight of London's largest open spaces; Hyde, The Green, Richmond, Greenwich, St James's, Bushy and The Regent's Parks, and Kensington Gardens. They also manage other important open spaces in the capital including Primrose Hill, Brompton Cemetery, Victoria Tower Gardens, Canning Green and Poet's Corner.

The Royal Parks is a registered charity, number 1172042, created in March 2017 to manage 5,000 acres of historic Royal parkland across London. For further information please visit: www.royalparks.org.uk.

The Diana, Princess of Wales' Memorial Playground opened on the 30th June 2000 as a tribute to Diana, Princess of Wales. It is located on a site which was first developed as a playground in 1909 with the help of funding by James Barrie, the author and playwright who is best known for the Peter Pan stories. It is free to access and receives over 1,000,000 visitors each year.

The playground was devised to provide innovative play, a new generation of playgrounds, and a national standard. It was designed to develop a child's physical skill and understanding of risk in a controlled play environment. The playground is so designed such that less able and able-bodied children can play together, and it seeks to provide for the physical, creative, social and educational development of children.

Being inspired by the stories of Peter Pan, the playground encourages children to explore their imaginations, learning whilst they play. A huge wooden pirate ship forms the centrepiece of the playground with other highlights including a sensory trail, teepees, the beach around the pirate ship and various other pieces of play equipment and play sculpture. All are set within a lush backdrop of trees and plants.

It is not an "Adventure Playground" (as defined by the Children's Act 1989) and parents and guardians are not excluded from the site; they are responsible for the supervision of their charges.

JOB PURPOSE:

To be the responsible officer leading all day-to-day management and operational activities within the Diana, Princess of Wales' Memorial Playground, ensuring the highest operational standards and visitor experience. To identify and support areas of continual improvement in future management and maintenance. To support the continued development of the playground within the culture and ethos of imaginative play. To support the park management team in the oversight, management, maintenance and development of the Buck Hill Playground within Kensington Gardens.

MAIN DUTIES/RESPONSIBILITIES

Operational/ Contract Management

- Manage, and be responsible for, the implementation of the Operational Plan, possessing an in-depth knowledge of it and lead its periodic half yearly review, updating where necessary.
- Manage, oversee and co-ordinate the operational activities of all staff employed by the contractors and service providers engaged in the daily operation of the playground, ensuring their adherence to the requirements of the Operational Plan.
- Undertake a contract monitoring role, overseeing the work of all core contractors and their sub-contractors, checking the delivery of work against agreed schedules and/ or specifications.
- Be responsible for producing the annual full-year staffing rota, compiling necessary reports and for the recording and sharing of management information held on the operation of the playground.
- Deliver specific induction activities for operational staff, identify relevant training and ensure training is delivered with staff such that specific role requirements of the Operational Plan are fully understood and delivered.
- Liaise with the Metropolitan Police Service and other emergency services on operational matters and/ or specific incidents which may affect the day to day running of the playground.

Playground Development

- Assist with the review of existing service provision within the playground, including writing specifications and participation in relevant working groups.
- Assist with the development and oversight of relevant play related project works, including inputting on specifications to include leading activities around the annual maintenance shutdown.
- Keep abreast of developments within the play sector through attendance of seminars, exhibitions etc.

Customer Service, Stakeholders and Promotion

- Manage the DPWMP mailbox and deal with all correspondence, including complaints, from members of the public, Friends Groups, contractors and others, investigating, resolving and reporting issues as required.
- Provide publicly accessible and updated operational information and interpretation and assist the Communications team with relevant website and social media updates.
- Manage the schools booking system and liaise with schools and other interested groups to manage numbers and schedule access to the playground, ensuring induction and safety.
- Act as Park team lead in managing and monitoring events, filming, education and other initiatives or programmes relating to the playground, liaising with internal and external officers and organisations as necessary.
- Represent TRP as the principle point of contact for all stakeholders and other interested parties and undertake site tours, present information at meetings and support Green Flag.

Health and Safety

- To be committed to Health and Safety and act as the local Health and Safety Representative for the playgrounds.
- To be fully aware of, and comply with, all relevant Health and Safety policies and procedures for self, other staff and contractors working in and visiting the playgrounds.
- To undertake periodic review of all Health & Safety documentation including the annual review of all relevant Risk Assessments.
- Lead the investigation and reporting on all incidents and accidents at the playgrounds.
- Ensure all daily, monthly and annual playground inspections are completed by all parties and take responsibility for ensuring actions are recorded and implemented.

Other Responsibilities

- Act as the Safeguarding lead for the playground providing safeguarding information, advice and guidance to the Playground team, playground users and other relevant stakeholders.
- Represent the Diana Memorial Playground as part of The Royal Parks Safeguarding Working Group.
- To undertake other related duties as directed.

Please note that because this job may involve working with children and young people, we will ask you to complete a DBS check. You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.

PERSON SPECIFICATION

Competencies/Selection Criteria	Essential/ Desirable
Qualifications/ Knowledge/ Experience	
A thorough knowledge of the principles of Health and Safety and their application to operational practice including understanding roles, responsibilities and the carrying out of Risk Assessments.	E
Experience of dealing with, and resolving, enquiries, issues and complaints from members of public.	E
Experience of managing operations, contractors and service providers in busy public sites/ visitor attractions within the leisure, play or other relevant sector.	E
Knowledge and experience of delivering high quality customer service, possessing the ability to identify current and emerging customer needs to improve the customer service and experience.	E
Proven knowledge of safeguarding and ability to promote the welfare of children and young people (and adults at risk when applicable)	D
Qualifications including IOSH Managing Safely, RoSPA Playground Inspection and First Aid at Work (3-day), or the willingness to undertake the qualifications.	D
Skills/ Competencies/ Personal Qualities	
Excellent time management, prioritisation and organisational skills, with the ability to work under pressure on busy public sites to one's own initiative.	E
Able to demonstrate a highly motivated, flexible and adaptable approach to work including working outside normal office hours (weekends and evenings).	E
Ability to problem solve, acting calmly and thinking quickly and creatively in potentially variable, diverse and business critical situations.	E
Excellent interpersonal and communication skills, possessing the ability to establish productive relationships with colleagues, organisations, groups and individuals, including members of public, at all levels both internally and externally.	E
Understanding of the concepts of access, diversity and equality of opportunity.	E
Additional Requirements	
A good knowledge and competence in using IT packages, including the Microsoft Office 2007 suite and prepared to learn new packages as required.	E
A sound understanding of relevant legislation and technical matters relating to playgrounds.	D