

**ASSISTANT PARK MANAGER**

**JOB DESCRIPTION**

**Job title**: Assistant Park Manager (St James’ Park and The Green Park).

**Based**: St James’ Park- Horse Guards Road, The Storeyard, London SW1A 2BJ, with travel to all parks.

**Salary**: £42,201 - £49,953 per annum + on call allowance (£3,256 per annum)

**Terms**: Permanent contract on a full-time basis, 36 hours per week, plus participation in a 1 in 4 week on-call rota, including on-site attendance on those weekends. There will also be some evening and weekend work required for event management.

26 days annual leave plus public holidays (increasing to 29 days after 3 years’ service).

A pension scheme and healthcare plan are available.

**Reporting to:** Park Manager

**Responsible for:** Senior Wildlife Officer.

**Internal relationships:** ThePark Manager, colleagues from the park management team and other departments, particularly Events & Commercial, Conservation, Volunteering, Works and Communications.

**External relationships:** Staff and representatives ofPark Contractors, Concessionaires, Government departments, the military, Metropolitan Police Service, local authorities, event companies, and other organisations and Stakeholders.

**BACKGROUND**

The Royal Parks (TRP) is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

You will be the park operational lead for an exciting and diverse range of park management functions in St James’s Park, The Green Park, and Victoria Tower Gardens, including horticulture, arboriculture, learning, events, and volunteering. You will manage a local project portfolio of improvement works.

Being a team player, you will bring flair and passion to the role and demonstrate a depth of relevant horticulture, landscape, and management experience to create and maintain long-lasting constructive relationships with colleagues and partners.

As we continue to deliver TRP’s Vision and Strategy, you will reinforce a shared purpose for park improvement and identify new and creative opportunities for continual enhancements that benefit people, place, and nature.

You will assist the Park Manager in delivering efficient and effective operations whilst supporting and guiding the wider park team across their duties.

You will be responsible for managing the Landscape Maintenance Contract in its full scope across both sites and will look to empower all our delivery partners to obtain the greatest value possible from their services.

You will manage the Head Gardener fs overseeing planting design and implementation, horticultural practice, landscape improvements, across St James’s Park and The Green Park.

**MAIN DUTIES/RESPONSIBILITIES**

1. Undertake a range of duties covering a diverse portfolio of park operations and activities meeting high operational standards.
2. With Fellow Assistant Park Manager manage the day-to-day operation of Landscape Maintenance Contract; monitoring work, issuing instructions, work orders and variations, undertake month-end payment reconciliations, identify and record inventory changes and review and update specifications.
3. Monitor and liaise with other park contractors and concessionaires including arboriculture, catering, facilities management, landscape maintenance, security, toilets and cleansing; support their continual improvement in operational standards.
4. Lead, support and manage the Head Gardener on project work, operational plans and routine activities.
5. Oversee and collaborate on new planting schemes, seasonal bedding, bulbs, tree planting, grassland management and other soft landscape features.
6. Assist the Park Manager and the TRP Landscape team with the ongoing development and implementation of the Landscape Management Plan and Tree Strategy.
7. Assist the Park Manager and the Conservation team to implement a programme of routine nature conservation activities and projects to secure ongoing improvement.
8. Monitor the condition and safety of hard landscape features including benches, bins, buildings, footpaths, railings etc; record and report defects as necessary.
9. Assist with the preparation and management of park operational budgets and ensure compliance with procurement procedures.
10. Be responsible for the selection and procurement of a range of goods and landscape maintenance supplies including park furniture, plant material i.e. trees, shrubs, perennials and bulbs, and play bark, salt, sand, turf etc to include site visits to suppliers to verify quality.
11. From time-to-time assist with ongoing reviews of service provision, including drafting and reviewing specifications, participating in working groups where necessary.
12. Assist with the management and administration of events, filming and photography requests including planning, monitoring and supervision. This will include the need at times, for attendance outside of normal hours and weekend working.
13. To write activity, condition and incident records during events and present detailed condition and debrief reports on completion. To also write specifications and costing for the undertaking of post-event restoration works.
14. Assist with various park related projects including writing briefs, preparing costings and design, procure goods and services; representing park management views for projects led by others.
15. Assist with interpretation of the park and with PR and press initiatives.
16. Assist the Visitor Support team in resolving enquiries from members of public providing timely and accurate responses when required; deal with queries and correspondence from Friend’s Groups, contractors, partners, event organisers etc; from time to time attend meetings outside of normal office hours.
17. Liaise with the Metropolitan Police Service, and relevant third parties, on park operational matters which may affect the day to day running of the park.
18. Assist with local implementation of new and emerging strategies including biodiversity, community engagement, learning and sustainability; support other park related programmes such as Green Flag and the apprenticeship scheme.
19. In accordance with TRP policies, be aware of your Health and Safety responsibilities to include specific fire and other health and safety duties within your team. Be responsible for reviewing existing park operational Risk Assessments and creating new ones when necessary. Any such duty that requires specific training will be provided. These duties must be carried out within accordance of the relevant Act or Regulation.
20. To provide support and advice on planning and licensing matters relating to St. James and Green Park as required.
21. As part of personal development, keep abreast of current developments i.e. attending seminars and webinars.
22. From time-to-time undertake other related duties as reasonably directed and deputise for the Park Manager, alongside the other Assistant Park Manager, during periods of annual leave, sickness, and other necessary occasions.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** | |
| * A relevant qualification at degree level, or equivalent e.g., Landscape Management, Horticulture, or possess considerable relevant industry experience. | **E** |
| **Experience** | |
| * Broad experience and a thorough working knowledge of landscape management, including horticulture, biodiversity, arboriculture and facilities. | **E** |
| * Knowledge and experience of contract management including writing and reviewing specifications, instructing, ordering, and paying for works, overseeing KPI’s and contract performance. | **D** |
| * Demonstrable experience of using IT packages, including the Microsoft Office suite; other landscape management software; and the ability to learn new packages as required. | **E** |
| * Effective experience of line managing direct reporting staff and building effective relationships within teams and others. | **E** |
| **Skills, knowledge, and ability** | |
| * Dependable, resilient, and resourceful in an operational crisis, possessing an ability to think creatively, use initiative to solve problems, and act decisively in potentially variable and diverse situations. | **E** |
| * Financial management and control skills, and an ability to plan within budgets. | **D**  **D** |
| * Effective and confident communicator at all levels internally and externally to TRP with strong interpersonal and negotiation skills. | **E** |
| * Able to demonstrate a motivated, flexible and innovative approach to work; possess good time management skills producing high quality, accurate work to deadlines. | **E** |
| * A thorough working knowledge of Health and Safety principles and practices including roles and responsibilities. | **E** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, a commitment to building and supporting diverse and inclusive teams, and a commitment to raising standards. | **E** |
| * A valid UK driving licence. | **D** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.