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## Technical Officer

### JOB DESCRIPTION

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<b>Job title:</b>	<b>Technical Officer (Hyde Park)</b>
<b>Based:</b>	Ranger's Lodge, London, Hyde Park W2 2UH with travel to and on occasion when required, working from other parks
<b>Salary:</b>	£27,390 - £33,300 per annum, depending on experience.
<b>Terms:</b>	12 month fixed-term contract on a full-time basis (36 hours per week) 26 days annual leave pro rata plus public holidays. A pension scheme is available.

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<b>Reporting to:</b>	Assistant Park Manager, Hyde Park
<b>Internal relationships:</b>	Hyde Park Manager; Park Management Team; other Hyde Park team members; other Royal Parks Managers; Works team; Events team.
<b>External relationships:</b>	Park contractors (Facilities Management, Landscape Maintenance, Arboricultural, Cleaning), consultants, concessionaires (Catering) and suppliers; Licensees of organisations and clubs based in the parks; Metropolitan Police Officers; Local authorities; the armed forces; event organisers; members of the public; Friends Groups and other organisations involved with the parks, including volunteers; other charities.

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### BACKGROUND

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The Royal Parks is a charity created in March 2017. We manage 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.

This post works alongside Fundraising and Communications functions – and the outputs of the postholder will inform the longer term aspirations of the organisation with regards to Information Management.

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## JOB PURPOSE

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To carry out a range of Park Management and technical functions, supporting the Hyde Park Management team.

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## MAIN DUTIES/RESPONSIBILITIES

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- To assist in the management of the day to day operation of the Landscape Maintenance Contract including:
  - Operation of the Confirm Landscape Maintenance computer system.
  - Providing administration support to the team by taking meeting minutes and producing reports as required.
  - The issuing and monitoring of scheduled and unscheduled work and approving work for payment.
  - Assist in carrying out month end reconciliations and ensure adherence to the agreed annual budget;
  - Provide the Horticultural Landscape Development Officer with new measurements/feature changes which may occur during the term of contract and to prepare new standards of maintenance/costs/job descriptions as required during the term of the contract.
- To monitor and supervise other contracts and works taking place within the park as required, including liaison with the Works Manager, issuing orders, attending pre-start meetings, site handovers etc.
- To assist in the water management of both Hyde Park and Kensington Gardens including monitoring water levels and reporting on results.
- To manage plant room controls and all other water systems as instructed. To be the prime contact for requests to change current water management settings and to be the main point of contact for contractors and other stakeholders.
- To assist with the management of the tree maintenance contractor. This includes checking work schedules and monitoring their work across the park.
- Assist with the annual tree planting programme and minor landscape works across the park.
- To undertake the procurement of park related items including furniture, trees, shrubs, bulbs etc.
- To liaise with the parks Police Unit where required on operational matters and with third parties on items which may affect the day to day running of the Park.
- To deal with enquiries from members of the public, stakeholders, contractors, event organisers and others through telephone, email and other forms of correspondence.
- To assist with park related interpretation and working on public relation initiatives.

- Updating the park notice boards on a regular basis.
- Assisting the Hyde Park and Events teams with events and filming within the park, including monitoring of event builds and derigs. Acting as a point of contact for the event organiser and taking an active role in subsequent reinstatement works. This may include some out of hours work during the large-scale events in Hyde Park and being included on the event working rota.
- Liaise between event and filming organisers, term contractors/concessionaires, and Royal Parks staff to ensure that the aims of The Royal Parks are upheld.
- To assist with the review of service provision as required, including writing specifications and participation in working groups.
- To assist with the development and implementation of Biodiversity and Sustainability Initiatives and support other park related programmes e.g. Apprenticeship Scheme, ISO14001 and Green Flag.
- Update Landscape Maintenance maps and tree maps when changes occur to the landscape and arrange for these changes to be passed to mapping staff.
- Attend seminars, exhibitions etc. to keep abreast of current developments.
- Undertake other related duties as directed.
- Ensure compliance with Health & Safety regulations by all staff, contractors and volunteers working in the parks, as per the organisations Health & Safety Manual; and
- To manage staff and volunteers as required - there are currently no Royal Parks staff managed by this post.

PERSON SPECIFICATION	Essential / Desirable
<b>Selection criteria</b>	
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>The post holder should hold a relevant qualification and/or considerable relevant experience.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Membership of an appropriate professional institute e.g. CIH.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Prepared and able to study event management and develop personal skills in delivering successful events.</li> </ul>	<b>D</b>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Knowledge and experience of contract management including ordering and supervision of work and handling general contract issues.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Experience of preparing information for external audits, such as ISO14001.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Experience of dealing with enquiries from the public and other stakeholders, and of resolving associated issues.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience of working at an operational level with external delivery partners on the management and supervision of major and medium sized events.</li> </ul>	<b>D</b>
<b>Skills, knowledge and ability</b>	
<ul style="list-style-type: none"> <li>Sound knowledge and relevant broad experience of park management with a high level of proficiency in Amenity Horticulture.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>General knowledge of Landscape Management Software (CONFIRM and Arbortrac are used by TRP).</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>A good knowledge and competence in using IT packages, including the Microsoft Office suite and ability to learn new packages as required.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>A thorough knowledge of Health and Safety principles, roles and responsibilities.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Proven financial management and control skills, and ability to plan within budgets.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Excellent communication, interpersonal and negotiation skills, and the ability to communicate confidently at all levels both within and outside of the Royal Parks.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>The ability to build productive relationships with colleagues (including volunteers) and contribute to the development of team skills.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Excellent time management skills with the ability to work on own initiative with minimal supervision.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Understanding of the concepts of access, diversity and equality of opportunity.</li> </ul>	<b>E</b>

<ul style="list-style-type: none"> <li>• Able to demonstrate a highly motivated, flexible and innovative approach to work and produce high quality and accurate work to deadlines.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Able to work flexibly outside normal office hours, including some weekends and evenings to attend meetings and assist with special events; and to participate in an out of hours callout rota.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Able to identify customer needs and have a good understanding of good customer service.</li> </ul>	D
<ul style="list-style-type: none"> <li>• Ability to think creatively to solve problems in potentially variable and diverse situations.</li> </ul>	D
<ul style="list-style-type: none"> <li>• A sound understanding of relevant legislation and managerial matters relating to Parks, amenity horticulture and to ISO14001, including green housekeeping and biodiversity matters.</li> </ul>	D
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Commitment to The Royal Parks' values of being accountable, excellent, inclusive, open and respectful.</li> </ul>	E
<ul style="list-style-type: none"> <li>• A valid current UK driving licence.</li> </ul>	E