

Lancaster City Council - Job Description

Job Title:	Park Maintenance Officer	Grade:	GG56	Job Code:	LCC305
Service/Team:	Environment & Place, Public Realm	Role Type: *Delete as appropriate	Fixed – community	Reports to:	Parks and Open Spaces Supervisor
Line manages:	n/a				

Job Summary
To support the safe, welcoming and effective management of parks, playing fields, recreation grounds, promenade and coastal areas across the district. The post holder will undertake maintenance, inspections and public-facing duties to ensure sites are maintained to high standards, including Green Flag Award criteria, while supporting community groups and volunteers and ensuring the appropriate care of grounds and facilities. From May to September, the role also includes day-to-day operational responsibility for safe running of the Splash Park, including plant room checks, water quality monitoring, operation of the kiosk and payment system, and providing on-site direction and support to seasonal staff. Training will be provided, with an expectation that the post-holder will reach the expected standard to undertake these responsibilities within 6 months, evidenced through successful sign-off of the PMO Honarium Checklist by management. Following successful sign-off these responsibilities will attract an acting up honorarium paid at Grade 7.
Direct Responsibilities
Grounds Maintenance & Site Standards - Undertake maintenance duties as required within a work programme to ensure parks and open spaces are safe, clean and welcoming for public use. - Carry out routine inspections of parks, play areas, leisure facilities and associated equipment, reporting defects in line with council procedures. - Assist in ensuring sites meet and maintain Green Flag Award standards where applicable. - Use appropriate tools, machinery and equipment safely and in accordance with training and risk assessments. - Open and close parks and associated premises as directed. - Maintain accurate records of inspections, accidents, incidents and hazards. Community Engagement & Volunteers - Work alongside and support Friends Groups and volunteer groups during practical activities and improvement works. - Provide a visible, positive and approachable presence within parks and open spaces. - Respond to public enquiries and support a high standard of customer care. - Provide updates, photographs and information to Engagement & Development colleagues to support public communication. Splash Park Operations (Seasonal)

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- Prepare the Splash Park prior to opening each operational day, ensuring the site is clean, safe and ready for public use.
- Carry out end-of-day closing procedures to ensure the site is secured, cleaned and left in a safe and tidy condition.
- Undertake water quality testing and plant room checks in line with training and procedures, and carry out initial troubleshooting where readings fall outside acceptable parameters.
- Monitor the safe operation of the Splash Park and assess whether the facility is safe to remain open, taking immediate action where required and escalating significant operational or safety issues.
- Provide day-to-day direction, guidance and practical support to seasonal Splash Park staff, including allocation of duties, support with customer issues and ensuring procedures.
- Respond to accidents, incidents, customer complaints and unsafe behaviour, taking appropriate immediate action and escalating more serious matters in line with Council procedures.
- Operate the kiosk and ticketing system as required, including card payments, occasional cash handling, reconciliation and supervisory sign off in line with Council policy.
- Undertake private Splash Park bookings where required, including independent oversight of the facility.
- Update Facebook using prepared scripts where required when Supervisor is unavailable

Promenade & Public Realm Duties

- Support the safe and appropriate use of Morecambe Promenade and associated permit schemes.
- Carry out mobile and pedestrian patrols across public realm sites.
- Support compliance with byelaws and environmental legislation, including providing advice and guidance to the public.
- Assist with enforcement activity where authorised and appropriate to the grade of the role.

Events & Operational Support

- Assist with the safe staging of events, including set-up, dismantling and stewarding where required.
- Support seasonal staff and other Public Realm teams in line with business needs.
- Maintain issued uniform and represent Lancaster City Council in a professional manner at all times.
- Undertake any other duties appropriate to the grade of the post as directed by the Supervisor.

Staff Management Responsibilities

Not applicable in terms of formal line management. However, the post holder is required to provide day-to-day operational direction, guidance and support to seasonal Splash Park staff, including allocating tasks, overseeing compliance with procedures, responding to queries and providing practical instruction during shifts.

Knowledge & Educational Requirements

LCC specific knowledge:

- Understanding, implementation and adherence to Lancaster City Council's policies and procedures.
- Understanding, implementation and adherence to the Council's Values and Behaviours.

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- Understanding of the post holder's own and their team's contribution to the Council's Corporate.

Other Requirements

- The hours of work are 37 hours per week, working Monday to Sunday on a 5 out of 7 rota including evenings, weekends and bank holidays. This will be undertaken on a rota basis.
- Administrative base will be White Lund Depot, Morecambe
- There will be a requirement to travel to other sites across the district
- There will be a requirement to lift and carry weights of up to 15kg.
- This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the role. A role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

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Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	3 GCSE's (grade C/4 or above) or equivalent Full UK Driving Licence First Aid at Work certificate (or willingness to obtain during probation period) Pool Plant qualification (or willingness to obtain during probation period)	L1 NVQ or above in horticulture or related discipline	App Form, Interview, Certificate
Experience	Experience of working in an outdoor or grounds maintenance environment Experience of working in a public-facing role Experience of working as part of a team Experience of dealing with members of the public in a busy operational environment Experience of responding appropriately to minor incidents, customer issues or operational problems	Experience of supporting or working alongside community or volunteer groups Experience of undertaking routine site inspections Experience of assisting with events or public activities Experience of supporting less experienced staff Experience of undertaking water quality testing, plant room checks or other routine compliance checks Experience of operating a till, card payment system or completing cash reconciliation procedures	App Form, Interview

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Job Related Skills, Knowledge & Abilities	Ability to undertake a range of practical maintenance tasks across parks and open spaces Ability to safely use hand tools and light machinery (e.g. trimmers, hedge cutters, leaf blowers) Basic understanding of health and safety in an outdoor working environment Ability to communicate clearly and professionally with members of the public Ability to work independently and use initiative within agreed procedures Ability to make sound operational decisions in a live public environment and know when issues need to be escalated. Ability to maintain accurate records relating to inspections, incidents, hazards and operational checks Ability to support the safe day-to-day operation of a seasonal public facility, including opening, closing and monitoring standards Ability to provide day-to-day direction and practical support to seasonal staff during operational periods	Awareness of Green Flag Award standards for parks Awareness of environmental legislation or local byelaws relating to parks and open spaces Knowledge of water quality testing procedures and plant room checks relevant to Splash Park operation Ability to operate a till, card payment system and complete basic reconciliation procedures Awareness of safe chemical handling and troubleshooting procedures within a controlled environment	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Professional and approachable manner Reliable and able to work unsupervised when required Able to work outdoors in all weather conditions		App Form, Interview

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	Able to deal calmly and confidently with members of the public Positive attitude towards community engagement and supporting volunteers Able to remain calm under pressure and respond appropriately in busy or challenging situations Responsible and safety-conscious, with a willingness to follow procedures and apply them consistently Confident in giving direction to others while maintaining a professional and supportive approach		
Special Requirements/Other	Shift rota including weekends/bank holidays Disclosed and Barring Service Manual handling requirement Awareness of HAVs Ability to support compliance with byelaws and promote responsible use of parks and open spaces. Ability to undertake seasonal Splash Park duties, including work within or around the plant room, water testing procedures and response to incidents, in accordance with training and safe systems of work		App Form, Interview Pre employment checks / DBS Certificate