

Job Description



Job Title: Allotment & Parks Bookings Officer	Service Area: Parks and Green Spaces Operations Team	
Directorate: Environment & Sustainable Transport Directorate	Post Number: Fusion	Evaluation Number: 6652
Grade: PO2	Date last updated: Jan 2023	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

We are seeking an Officer with relevant experience to oversee Newham's allotment service and manage parks bookings. This role will be the point of contact for residents and hirers and the Officer will be required to provide a friendly, fair, high quality service whilst ensuring they comply with all legislation, policies and industry published guidance. The role will oversee the improvements to both the allotment and the parks bookings service.

To ensure full compliance with the councils policies, standards and procedures relating to Health and Safety, HR, Equality and Diversity, Customer Care etc.

Job Summary

The post holder reports to the Operations Manager

1. The post holder will be based at the Central Depot. However, the post holder will be required to work outdoors across allotments, parks and green spaces within Newham.
2. The post holder will act as the Council's lead officer on all allotment related matters in accordance with the allotment tenancy agreement, other Council policies, current legislation and industry published guidance.
3. The post holder will oversee event bookings and activities taking place in parks and green spaces, ensuring all events and activities comply with relevant legislation, regulations and Council's policies.
4. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet the service requirements and to ensure appropriate operational service delivery and representation of the council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Support, develop and implement the allotment and park bookings management plans

Proactively monitor and manage standards of cultivation by carrying out plot inspections and taking appropriate action through the issuing of notices, ensuring compliance with the requirements of the tenancy agreement and management procedures.

Actively provide advice and support to allotment tenants and committees on allotment procedures and rules

Develop and implement small-scale projects and initiatives to improve the allotment offer for tenants

Work closely with facilities management in regards to the maintenance of the allotment buildings, including Health & Safety checks

Ensure that all users adhere to the appropriate reporting procedures and H&S policies

Attend committee, resident, hirers meetings on site as requested

Investigate and respond to complaints from allotment tenants and park users

Produce and implement a range of marketing and publicity initiatives, including maintaining notice and information boards, social media liaising with internal communications teams ensuring all content is kept upto date

Oversee the online booking process for all events, activity and sports hire

To raise invoices or journals and track payments using online payment system

Work with relevant teams across the council to effectively promote the parks and open spaces

Work collaboratively with colleagues and external stakeholders to achieve the Management plans priorities

Collect and produce a monthly report on KPIs and any the relevant data for reporting service KPIs

Produce a quarterly performance report for senior managers and key stakeholders, providing a range of documentary comment, analysis and interpretation.

Other Duties

To undertake any other relevant duties to assist with the service objectives

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: A clear understanding of health and safety legislation and its practical application in an operational service A demonstrable understanding of the law relating to managing allotments Knowledge of sustainability principles and practices in	 Application and Interview Application and Interview Application and Interview

horticulture	
Knowledge of the benefits of biodiversity within allotments	Application and Interview
Knowledge of excellent customer care principles	Application and Interview
EDUCATION/QUALIFICATIONS Level 3 in one of the following; Horticulture Management, Biodiversity Management, Parks or Leisure Management or equivalent level of experience	Application and Interview
EXPERIENCE: Proven track record of planning and delivering parks and green space projects Experience of working within a parks and green space setting, preferably in a public sector context Experience of organising activities and events in an outdoor setting Experience of working with volunteers and organising volunteer activities Experience of contributing to effective working relationships with all sectors of the community Experience of working in a community focused setting Experience of online payments, raising invoices, reconciling payments and managing deposits. SKILLS AND ABILITIES: Ability to maintain effective and productive working relationships with a range of internal and external stakeholders Ability to direct volunteer groups and individuals Good level of communication and networking skills Ability to provide written evaluation reports for projects and programme delivery Ability to listen and respond sensitively to residents and hirers whilst adhering to the Councils policies	Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview

<p>IT literate across Microsoft Office Word, Outlook, Excel and PowerPoint</p> <p>Ability to manage conflicting and competing deadlines</p> <p>Strong organisational skills with the ability of prioritising a varied workload and meeting deadlines using own initiative and with minimal supervision</p>	<p>Application Form</p> <p>Application Form and Interview</p> <p>Application Form</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to deal effectively and sensitively with committees, park hirers and residents</p> <p>Being approachable and positive about the parks and green spaces service</p> <p>Being proactive in resolving issues whilst working within the boundaries of the relevant policies and procedures</p> <p>Excellent Organisational Skills</p>	<p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work evenings, weekends and bank holidays to maintain service delivery</p> <p>Hold a full UK driving licence</p> <p>This post is subject to a standard DBS check</p>	<p>Application Form</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>