

Parks and Allotments Support Officer

Reports to:	Parks Officer		
Department:	Parks Service	Grade:	SO1
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

To provide an efficient and professional technical support resource to the Parks Service including:

- Managing team correspondence and e-mail inboxes, issuing of notices, letters and any other forms of correspondence, customer contact, and the provision of general officer support as required
- The development of a good business relationship and networks within the service areas which the post supports and to also contribute to the development of service improvements on an ongoing basis.
- Acting as the first point of customer contact for service enquiries including allotments contractual enquiries and providing information, guidance or initial responses as required for all parks enquiries from the public and contractors.

Values

Collaborate proactively.
 Lead inclusively.
 Embrace change.
 Be bold and curious.
 Celebrate and share our success.

Job specific roles and responsibilities

1. Acting as the first point of contact within the administration team, maintaining professional communications with internal and external customers by taking responsibility for all post/telephone queries and handling them as appropriate.
2. Dealing with all administration tasks required to ensure that departments run smoothly, including financial procedures, such as raising invoices, in adherence to council financial procedures and processes and minute taking.
3. Identify any potential issues with administrative and technical processes and take ownership of those issues to enable a successful resolution of all issues.
4. Assessing any service complaints received through the complaints system, conducting triage in terms of allocating to the correct office for action, including themselves where the complaint is straightforward and escalating to the Parks, Policy and Projects Manager where a complaint is complex.

5. Managing all electronic communication via e-mail in-boxes and digital mail enquiries for all customer contact in relation to service mailboxes
6. Promoting the “Self Serve” ethos across departments.
7. Responsible for owning and proactively managing tasks to a successful conclusion.
8. Co-ordination of the BSAG (Brent Safety Advisory Group) process to allow events to take place safely in parks
9. Liaison with all groups requesting events in parks and making decisions as to whether events can take place or not, which also involves discussion and engagement with our health and safety teams.
10. Responsible for the maintenance and upkeep of a central database for the Allotments Service, which facilitates effective renewal and allocation of allotment plots and allows for effective liaison with the financial service team to produce an effective annual invoicing system and process.
11. Co-ordination of the allocation of vacant allotment plots to those on the current waiting list
12. Managing the allotment service from an administration perspective, which includes dealing with and resolving complaints and tenancy disputes
13. Arranging for playground inspections to take place with external organisations and the contractor.
14. Co-ordinating remedial work required with external suppliers, once confirmed with the Parks Manager, as and when required to ensure that play equipment in Parks is maintained to a safe standard.
15. Ensuring the sharing of best practice with peer groups as appropriate.
16. Responsible for the maintenance and upkeep of digital systems and data including team and customer databases ensuring records are captured, stored and updated as required.
17. Assessing any service complaints received through the parks e-mail box and the allotments e-mail box and co-ordinating and providing the appropriate response, escalating to a manager should the complaint be complex. The officer will be expected to provide the initial response to the complaint which provides a solution or remedy in all but the most complex scenarios.
18. Co-ordinating meetings as required and recording and storing notes as required
19. Liaising with colleagues in other services as required where matters are either beyond the scope of the Parks Service remit or where a co-ordinated response is required.
20. Offer advice on matters related to the Parks Service and Allotments Service to members of the public and other internal colleagues, including preparing information that can be provided to elected members.
21. Demonstrate management of a wide range of internal and external contacts and effective partnership working.
22. Build effective working relationships with staff at all levels within the council.
23. Identification and implementation of service improvements and efficiency initiatives, including the development of administrative policies, procedures and processes.

24. Be a significant member of a customer focused service and the effective use of resources, particularly in relation to Neighbourhood Management & Environmental Enforcement.
25. Ensure the sharing of best practice with peer groups as appropriate.
26. Compile scheduled and ad-hoc reports as required.
27. Ensure all electronic and paper records are kept up to date and set up new records where required.
28. Always dealing with sensitive information in a highly confidential manner.
29. Banking and reconciling of small amounts of cash and cheques of an amount into the thousands for indemnity for damages to park land where required.
30. Safeguarding is everyone's responsibility and all employees are required to act in such a way that always safeguards the health and well-being of children and vulnerable adults.
31. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
32. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Good working knowledge of process required to meet legislation, policies and standards of Local Government.

Experience

2. Experience of following and adapting administrative processes to meet the needs of the service
3. Experience of providing business support in a busy environment.
4. Demonstrable experience of accurate and timely data input and data management ensuring accuracy and confidentiality.
5. Significant experience of and competency in using standard Microsoft Office Packages.
6. Demonstrable experience of acquiring expertise and understanding of a business.
7. Substantial experience of working in an information sensitive environment.
8. Experience of using defined business processes and giving guidance on them to colleagues.
9. Ability to prioritise and manage own workload in a busy environment.

Skills and Abilities

10. Able to use information systems and databases to record service information and generate reports required by the service
11. Ability to manage a complex and demanding workload and to prioritise tasks to achieve performance targets
12. Able to maintain databases to ensure effective services are delivered and information held is accurate
13. Ability to communicate effectively in oral and written form with a wide audience including Council staff, members of the public and outside organisations including contractors
14. Able to contribute to the longer-term development and improvement of the service area.
15. Ability to understand financial systems and raise PO's and ensure correct financial management of services
16. Ability to identify and undertake rational solutions to complex tasks
17. Actively look for ways of improving services and outcomes for customers.
18. Highly organised with an excellent attention to detail.
19. Strong time management and multi-tasking skills to meet tight deadlines
20. Exceptional team player.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs