

Role Title	Community Food Growing Officer
Job Family	Climate Emergency (in NED)
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO2
Purpose To manage the community food growing process within the Council and supporting community groups to manage food growing sites. To ensure relevant legislation, regulations and policies are complied with.	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.

Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and center of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

Job Specific Accountabilities:	End Results/ Outcomes
Coordinate concurrent community food-growing projects with partners, ensuring they align with council objectives and recommendations	Effectively establish and manage food growing programme. Create and manage application processes and data collection systems to support project delivery, monitoring and community engagement. Work with partners and communities to increase participation in food-growing activities, expand access to sustainable food production, and deliver measurable environmental, social and wellbeing benefits for residents.
Identify suitable opportunities for new food growing areas, collaborate with colleagues to bring sites to active use	Identify and develop opportunities for new food-growing spaces on Council owned land or other suitable land in the borough. Collaborate with colleagues in Planning, Asset Management, Legal and Housing to determine land availability and suitability, and addressing any legal, planning, licensing, tenancy or other land-use requirements.
Troubleshoot project challenges and implement solutions to ensure long-term sustainability.	Proactively identify and resolve project challenges. Minimise risks, maintain project progress, maximise resource efficiency, and support the long-term sustainability and community impact of projects. Agree and plan necessary enabling works such as related to land contamination, environmental health risks and any remediation requirements to ensure sites are safe and appropriate for public access and food production.
Support our diverse community of growers, working closely with community groups. Provide tailored support for those with protected characteristics/from marginalised groups.	Promote diverse community food-growing projects, ensuring inclusive access to opportunities and resources for underrepresented groups and those with protected characteristics. Increase participation in food growing, support the cultivation of culturally appropriate crops, strengthen community cohesion, and deliver positive social, environmental, health and wellbeing outcomes for residents.
Support the development of a financially sustainable community food growing service.	Support community food-growing sites by maximising resources, building local capacity and identifying opportunities for growth including supporting identification and writing of grant funding applications. Maximise the use of available space, and strengthen community involvement and stewardship of sites.

To be responsible for dealing effectively with all customer enquiries by telephone, email, letter, in person and E-forms.	Positively manage customer enquiries with efficiency and courtesy.
Monitor sites compliance with relevant standards and provide information and advice to support maintenance and improvements	Administer the review, renewal or closure processes as appropriate. Undertake monitoring and site inspections in line with licence terms. Communicate with community groups and stakeholders the outcomes of monitoring and identification of issues, and provide advice for resolution.

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Key contacts are internal and external customers/stakeholders

External contacts:

- Food Growing Cooperatives and interest groups
- Community groups
- Community Payback Services
- Various service contractors
- Allotment societies and associated stakeholders

Internal contacts:

- Finance
- Property and Asset Management
- Neighbourhoods
- Parks
- Legal

Will involve direct contact with members of the public, Councilors and reporting to Cabinet Members.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

As a newly created position, the role will play a key part in establishing the Council's commitment to expanding community food-growing opportunities.

This post-holder will work across multiple Council departments and be supported by a number of senior representatives across the Neighbourhoods and Environment Directorate (NED).

Resourcing

Budget Responsibilities:

No direct budget responsibilities. Responsible for updating and reporting accurate financial data to budget managers.

Supervisory Responsibilities:

No direct line management but responsible for day-to-day contact with community groups and volunteers.

Knowledge, Skills and Experience

- Experience of dealing with the public and managing multiple stakeholders. Desirable to have experience of working in outreach or engagement, or on behalf of community groups.
- Desirable to have Community Food or Allotments or similar horticultural projects or services.
- Demonstrate high level of customer service
- Excellent written and verbal communication skills and the ability to build relationships
- An ability to respond to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.

Indicative Qualifications

- Degree or equivalent or vocational qualification in relevant subject or area
- Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review, and the Council reserves the right to amend or add to the accountabilities listed.