

Role Title	Parks Project Support Officer
Job Family	Neighbourhood and Environment
Competency Level	Senior Officer
Pay Range / Scale	SO2
Purpose To provide project support to the Development Team on Parks development projects.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
To provide project management support to the Development Team. 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. Provide support on management of housing projects from inception through to delivery, including design, planning stages, construction and handover – working closely with specialist consultants. To manage with rigour and diligence to ensure the best value for money and quality housing is achieved.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.

Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
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.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
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.

Job Specific Accountabilities:	End Results/ Outcomes
To identify and liaise with internal and external stakeholders where appropriate (e.g. Councillors, Ward Members, Council staff, Residents, Funders etc) To prepare for and manage key internal and stakeholder events/consultations/review meetings	Organise and service project review meetings and internal sign-off meetings as required. Prepare for and manage key stakeholder consultation events. This includes advertising the consultation, preparing consultation documents, preparing the venue and summarising feedback within a report. Establish effective communication with key stakeholders of the Development Team's housing projects. Monitor internal/external communication via the Council's website and housing development email address.

	To make sure the Council's website is up to date with the latest housing development project information.
To assist the Parks Team with compiling and organising project documentation	Be responsible for making sure project documentation is properly filed and that project record files are in accordance with the Parks Teams project management file structures. To maintain and organise the audit files/folders with any important project documentation.
To use effective project management processes across all projects to assist the Development Team with the delivery of the planned development projects.	Manage project documents including data spreadsheets on Microsoft Excel, taking minutes from key project meetings, updating actions and risks logs. Be responsible for monitoring and updating the New Build Housing Pipeline and producing accurate monthly reports. Information maintained in databases is secure and accurate Risks identified and reported on
To use effective financial management processes to ensure projects are running to budget.	Manage the day-to-day finances of key housing projects including purchase orders and invoice tracking. Ensure expenditure monitored and reported on regularly via cash flow sheets Reviews and budgeting exercises undertaken as and when required to control / manage budgets
For specific projects, be responsible for the application of all relevant internal strategies, policies and best practice and keep up to date with wider national initiatives and legislative requirements.	To maintain a lesson learned and best practice log and be responsible for sharing this information with the wider team. Take responsibility for sharing and encouraging positive changes and best practice across the wider Development Team e.g. identifying and aiding the sourcing of resources for the team whether this is equipment, training, software or staff. Track movements in the local housing market to ensure that new developments meet local need, and that information on activity is shared across the Development Team.
Collate and compile information required for the completion of	Provide performance monitoring and management information on the activities of the Parks Development

returns and performance management information to various internal departments and external bodies	including existing/ new Parks Development schemes. Collate and report information required for quarterly reporting and audits. Reports are accurate and well presented
To shadow the Project Manager at key meetings and on-site and keep Learning Development Plan up to date with experience gained.	To gain experience of projects within Parks development projects. To learn transferable skills relevant to the Housing Development sector.

Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

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.

Procedural Context

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

Occasionally the post will be expected to work from other locations

Key Facts and Figures

A structured training programme, based principally around work-based learning, will provide the post holder with experience across all areas of the development process.

The post holder will be set a career development plan and work towards a credited project management qualification.

There will be monthly reviews of your Learning Development Plan. The majority of your training will be done 'on-the-job' under supervision of your project manager.

However, you may occasionally get the opportunity to take part in in-house training sessions too. Once you have gained a wealth of project support experience you may wish to make the step up into project management within Parks and open Spaces.

Resourcing
Budget Responsibilities: N/A
Supervisory Responsibilities: N/A
Knowledge, Skills and Experience
Knowledge and Skills • A strong interest in the built environment, design and the impact it has on people's lives. • An interest in the Parks, regeneration and development sector. • Commitment to learn and achieve the appropriate qualifications required for a career in Parks development. • IT literate with excellent numerical skills as well as verbal and written communication skills. • Able to use a range of Microsoft or similar packages including Word, Excel and PowerPoint to an advanced level. • Excellent interpersonal skills, both oral and written. • Demonstrate sound decision making delivering positive yet sensitive outcomes, knowing when to escalate. • Ability to produce accurate and concise reports. • Ability to work to tight deadlines and deliver best value results on behalf of the client, challenging where appropriate. Experience • You may have some relevant work placement experience as well as project management experience. • Experience of working in the Parks and Open Spaces.
Indicative Qualifications • Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. • You may hold a formal project management training
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.