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| **Job Title** | **Countryside Officer** |
| **Job Family** | **Direct Services** |
| **Service Area** | **Service Delivery** |
| **Grade** | **Grade 6** |
| **Job Reference** |  |

| **Reporting to:** | **Responsible for :** |
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| Countryside Manager |  |

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| **Team Purpose** |
| Direct Services is committed to providing local services that meet the demands of Best Value, that are consistent with the Council’s Corporate Strategy and objectives, and which deliver a real improvement in the quality of the environment. |

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| **Role Purpose** |
| To assist the Countryside Manager in the provision and delivery of sustainable, high quality natural green spaces ensuring high standards of customer care and countryside maintenance. |

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| **Key Accountabilities** |
| * Assist in the provision and delivery of high quality natural greenspaces. * Day-to-day maintenance of high quality natural green spaces across the Borough ensuring compliance with all health and safety, risk assessment and relevant countryside legislation, grant schemes and procedures. * Develop and oversee volunteers and provide advice and guidance on countryside matters to visitors and colleagues * Ensure visitors observe Country Parks policies, laws and byelaws and assist with events and educational activities as required * Maintain, manage and develop Countryside sites to enable their safe and appropriate use by the community * Identify problems/issues relating to the use and management of sites and implement solutions. * Oversee and carry out site inspection regimes for countryside sites * Administer agri-environment grant schemes, submitting claims and organising work required. * Renew livestock grazing licences at the Country Parks and Countryside sites in conjunction with asset management, and ensure implementation. * Project manage small scale improvement projects on Countryside Sites * Design and implement site maintenance and improvement works, secure necessary approvals and financial resources, control budgets, and supervise contractors. * Monitor budgets for the above purposes |

| **Key Objectives** | |
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| Working with customers | Able to respond appropriately to internal and external customers on issues relating to parks and open spaces and taking action as appropriate. Championing own ideas for improving the service/process, increasing customer satisfaction. |
| Effective and efficient management of resources | Ensure all resources within the service are managed and utilised as efficiently as possible. |
| Working towards the Corporate Plan | Contribute to Corporate Plan development and the development of associated plans and policies. Accountable for the delivery of agreed objectives and services associated with the Corporate Plan, supporting and recommending progress to Strategy specialists. |
| Knowledge of services | Good understanding of Direct Services and other services associated with the Corporate Plan. |
| Using systems effectively | Highly developed skills in delivery systems and processes. |

| **Specific Tasks** | |
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| Case Management skills | Able to manage and review issues that need to be referred to Specialists/case Managers/Strategy. Ability to quickly assess customer needs and provide appropriate solutions and support the team in doing so. |
| Team work and working with others | Support specialist teams to work collaboratively across the Council to provide a seamless service to customers, collaborating on strategy and corporate projects. Support the leadership and management of the team and manage behaviours and ways of working to promote communication and empowerment within the team and in the way the team works with others  Support the development of the team’s skill levels to support multi skilling and knowledge transfer. |
| Enquiries, reports and service requests | Supporting the management of a comprehensive specialist customer focused advice team ensuring specialist advice and input is provided where required. Supporting the management of relationships with key stakeholders and partners. Support the preparation and presentation of reports to Cabinet, full Council, Council Committees or other internal or external meeting. |
| Processing and administration | Supporting the management of budgets across the specialist service and progress towards income stream targets. Access and accurately update all relevant information systems in accordance with Data Protection principles. |
| Ability to support corporate projects | Supporting the specification, leadership and management of multiple projects and contracts. |
| Strategy and policy | Supporting the development, implementation and monitoring of strategy, policy, service and financial plans and the budget, to provide best value for the Council. Contributing to the development and management of Council policies including responding to emerging legislation, best practice and guidance ensuring continuous development and improvement in services.  Contributing to strategy, performance and quality control and service/financial planning for specialist areas. |
| Performance | Ensuring that the Council’s policies in the specialist area are adhered to across the Council by all teams.  Supporting the leadership, development and management the team's performance and quality control KPIs to ensure service delivery targets are met within budget. Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development. Provide staff with positive leadership, guidance, coaching, direction and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development. |

| **Qualifications** |
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| A qualification in an environmental subject  Good level of education  Relevant qualifications/certificates in land maintenance/use of power and hand tools. |

| **Knowledge, Skills and Experience** |
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| * Minimum 2 years practical experience of practical nature conservation land management including team leadership. * Good knowledge of legislation and working practices for land management, maintenance and nature conservation. * Ability to undertake land maintenance work, including use of power and hand tools and sound understanding and practice of good health and safety practice. * Experience of developing and managing volunteers |

| **Specialist Knowledge** |
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| Good understanding of land, habitat and wildlife management |

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| **Signed (Job Holder):** |  | **Date:** |
| **Signed (Service Lead):** |  | **Date:** |

**Behaviours Framework**

Central to the delivery of the role are the Council’s values and behaviours and all employees are expected to work within the Council’s Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

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| **Generic Staff Behaviours** | **Definition** |
| Adaptability & Flexibility | Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment. |
| Customer Service | Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success. |
| Communication | The ability to communicate well through a variety of communication methods. |
| Personal Improvement (own learning & development) | The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them. |
| Taking Responsibility and Achieving Results | The ability and willingness to focus on achieving individual and organisational goals. |
| Working with Others | The willingness to act as part of a team and work towards achieving organisational goals and outcomes. |

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| **Management Behaviours** | **Definition** |
| Change Management | The ability to communicate a compelling vision generating genuine motivation and commitment and to act as a sponsor of change. |
| Financial and Resource Management | Demonstrating an understanding of the financial impact of decisions that are made at all levels of the organisation. |
| Leading and Motivating | The ability to lead a team by using knowledge, experience, motivation and expertise to make rapid and effective decisions. |
| Project Management | Effectively managing projects by utilising individual strengths, resources and expertise to achieve maximum productivity. |
| Service Delivery and Continuous Improvement | The ability to see where improvements can be made, and the willingness to keep encouraging the change of systems or procedures where necessary to achieve improvements and deliver an effective service. |
| Strategic Management | The ability to define and share the vision and strategy of the Council. |

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.