



Employee Specification Form

Post Number	
Job Title	SERVICE MANAGER (PARKS & COUNTRYSIDE SERVICES)
Department	TECHNICAL SERVICES
Prepared by and date	M SMITH – SEPTEMBER 2010

Listed below are the **personal attributes** required to fulfil the duties listed in the Job Description (M03).

Essential Personal Attributes	Stage Identified	Desirable Personal Attributes	Stage Identified
<p>Qualifications</p> <p>Relevant degree level qualification or equivalent (e.g. BEng/BSc)</p>	A/I	<p>Full/Chartered Membership of a relevant Professional Institution or equivalent professional qualification</p> <p>Management qualification (e.g. DMS/MBA)</p> <p>Evidence of continuing professional development.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>Experience</p> <p>Significant experience in the delivery of parks & countryside related services at a senior level in a large multi-disciplinary organisation.</p> <p>Evidence of success in strategic management including an ability to translate strategic objectives into operational plans and the achievement of sustained improvements in service delivery.</p> <p>A successful record of establishing a robust performance management culture involving users and providers to drive up standards of performance.</p> <p>A record of successful financial management and planning including the monitoring and control of budgets.</p> <p>Experience with effective management of organisational change with particular focus on human resource issues.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>Evidence of success in achieving top quality, customer and community focused services based on the principles of best value.</p> <p>Experience in the delivery of parks & countryside related services in a Metropolitan Local Authority setting, particularly via strategic partnering arrangements with the private sector.</p>	<p>A/I</p> <p>A/I</p>

<p>Knowledge and skills</p> <p>High levels of creativity in problem solving, idea generation and seeking out and disseminating successful practice in order to effectively deal with diverse, complex and sensitive situations.</p> <p>Highly developed oral, written and presentation skills including the ability to present complex information in an understandable form to a range of professional and lay audiences.</p> <p>A high degree of interpersonal skills and the ability to establish positive relationships with staff, senior managers, elected representatives and external bodies.</p> <p>Knowledge of business/service planning including the effective use of project management/project planning applications and techniques (e.g. Prince2).</p>	<p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p>	<p>A wide-ranging and in-depth knowledge of public sector services including relevant legislation, codes of practice and other guidance.</p> <p>An awareness of best practice and top performers in key service areas.</p> <p>An ability to provide visible and supportive leadership – empowering, enabling, motivating and developing the workforce and fostering a positive organisational culture.</p>	<p>A/I</p> <p>A/I</p> <p>A/I/T</p>
<p>Special Requirements</p> <p>A high degree of personal and professional probity, integrity and credibility that sustains the confidence and trust of staff, senior managers, elected representatives and external partners and stakeholders in order to foster a positive reputation for the Council.</p> <p>An inclusive teamwork capability to foster partnerships and work across organisational boundaries to achieve performance targets and service outcomes through others.</p> <p>A commitment to the quantified continuous improvement of services and effective management or organisational change.</p>	<p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p>	<p>A personal and professional commitment to equality and diversity.</p> <p>A flexible approach to work based around the needs of the service.</p>	<p>A/I</p> <p>I</p>

A: Application I: Interview T: Psychometric Test