



Role Profile

AREA OFFICER			
Reference No.	A4606	Type	Generic
Service	Grounds Maintenance Service		
Job Family	Para Professional 5	Grade	FC7

Purpose
Reporting to the Area Team Manager, responsible for assisting the area delivery of Grounds Maintenance function and related operations, ensuring the development and delivery of sustainable service provision.
Responsible for the day to day operations and effective organisation and deployment of resources, i.e. employees, plant, machinery and chemicals, Ensuring these are delivered in accordance with defined Service standards, procedures and Health & Safety regulations.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Managing the day to day operation of an area by providing leadership and direction to the employees ensuring that all works done meets with agreed work programmes and responsive/adhoc works.
Ensuring that all policy and procedures are complied with in accordance with Service requirements and that all records and logs are properly implemented, managed and maintained.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Considerable management experience in a relevant field	✓	
Delegation skills		✓
Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in landscape/ grounds maintenance environment	✓	

E = Essential Criteria D = Desirable Criteria

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	Ability to provide a regular and effective service	✓	
Ensure compliance with audits, accident reporting, assisting in accident investigations and monitoring/investigating claims of avoidable damage, taking appropriate action. Providing reports and management information as necessary.	Competent in taking action and key decisions (Deliver results - See 'How We Work Matters' Framework	✓	
Contribute to the process of compiling vehicle and plant specifications prior to tender. Ensuring operational availability of fleet vehicles and compliance with the Service Level Agreement.	Problem solving skills (Take ownership)	✓	
Ensuring that service facilities are operational in accordance with the relevant legislation and Health and Safety guidelines, recording and taking action on non-compliance Carrying out risk assessments, COSHH assessments, and manual handling assessments.	Experience of working in a health and safety first environment	✓	
Responding timeously and effectively with customer/stakeholder enquiries, requests and complaints.	Customer service skills (Focus on customers)	✓	
Provide leadership and effective management to ensure high levels of productivity and quality outcomes.	Experience of team working participation in cross service working environments		✓
	Experience of a quality assurance system		✓
	Evidence of Leadership skills	✓	
Supporting the development, implementation and management of Area Plans. Preparation and monitoring of business continuity. Contributing to defined objectives and targets, key results and outcomes, for the service	Experience of supporting and delivering organisational objectives	✓	
	Performance management skills	✓	

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	Knowledge of technical and professional standards across functional area		✓
Preparation for and monitoring of business continuity planning	Effective planning strategies	✓	
Assisting the Area Team Manager and leading in co-ordinating operational requirements relating to major events, community developments and work programmes, e.g. floral enhancements, parks awards, ensuring all relevant legislation and best practice is implemented.	Communication skills Horticultural/Grounds Maintenance knowledge Report writing skills	✓ ✓ ✓	
Support and develop staff within an area to ensure efficient/effective delivery of service in line with Service and Area objectives, targets and resources available.	Leadership Skills Supportive attitude to staff Team Building Skills (Work together)	✓ ✓ ✓	
Carrying out investigations and taking appropriate action, e.g. disciplinary, complaints.	Conflict handling skills	✓	
Maintaining attendance management targets in accordance with agreed Council policy including preparing capability reports and providing reports on operational aspects of service delivery covering areas such as performance, attendance management and financial information.	Experience in Implementing organisational policy and procedures		✓
Ensure that staff and associated plant and machinery provide an effective contribution to the delivery of services within agreed	Ability to travel throughout Fife Supervisory Experience	✓ ✓	

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parameters, referring to the Area Team Manager for larger expenditure requirements.	Solution focused approach Excellent organisational skills	✓	✓
Process financial information including the recharging of labour and goods to appropriate internal and external client	Project management skills		✓
Contribute to the budget monitoring process. for the Record revenue/capital expenditure against agreed budgets, highlighting any areas of concern including under and overspends to the Area Team Manager.	Budget management skills	✓	
Undertaking a pro-active programme of periodic and regular inspection of Council assets, assessing condition, in accordance with statutory and corporate asset management obligations. Identify remedial action where required	Good knowledge of asset types e.g Trees, shrubs, vehicles and plant equipment	✓	
Chairing and leading meetings, encouraging participation from all relevant internal and external stakeholders, to ensure the successful delivery of Fife Council's priorities. Write reports and communicate conclusions to a range of stakeholders including Elected Members	Good report writing skills Experience of developing effective multi-agency/ partnership working Good communication & organisational skills	✓ ✓	✓
Support and maintaining a computer database of the Council's green assets, trees, play equipment and maintenance responsibilities.	Ability to use software based management systems, including associated laptop remote working equipment, to maintain condition records and produce associated reports and work instructions.	✓	
Providing advice and guidance to Grounds Maintenance Chargehand on work programmes, appropriate inspection procedures and record keeping ensuring that records are properly documented.	Supervisory skills Good communication skills	✓ ✓	

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results