

Role Profile			
Part A - Grade & Structure Information			
Job Family Code	10RT	Role Title	Countryside Partnerships Operations Manager
Grade	PS10	Reports to (role title)	Countryside Partnerships and Fundraising Team Leader
		Directorate/School	Environment and Infrastructure
JE Band	371-438	Service / Department	Place Development / Countryside Partnerships and Fundraising
		Date Role Profile was created	Dec-17
Part B - Job Family Description			
The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.			
Role Purpose including key outputs	The Countryside Partnerships Operations Manager will plan, lead, direct and manage the work of the Countryside Partnerships Team, implementing and ensuring the successful delivery of the agreed priorities and work plans. They will recruit, train, lead and motivate a team of staff, managing them effectively, directing and inspiring their work and encouraging personal initiative and development in order to ensure that objectives and service delivery requirements are met. They will engage with partners and charitable trusts to identify and agree programmes of work, raise the profile of the work of the partnerships and secure additional funding. They will ensure that the work of the partnerships complies with agreements and operates within budget, constantly assessing value for money and working innovatively with stakeholders to ensure that the service delivers best value. They will gather performance data and report on the achievements of the partnerships to partners and other bodies, ensuring that the team delivers the service at a cost and to the standard required. They will manage and monitor an annual budget in accordance with Surrey County Council's (SCC) policies and procedures, identifying and accessing external sources of funding to increase resilience and reduce reliance on local authority funding. They will also devise and implement effective procedures to monitor performance and prevent fraud. They will effectively manage risk and the health and safety (H&S) of staff, volunteers and public in order to ensure that the county council's statutory obligations and H&S requirements are met.		
Work Context	The Countryside Partnerships Team is hosted by the Place Development Service in the Environment & Infrastructure Directorate of SCC. The team delivers environmental and access improvements across the Lower Mole, Downlands and Heathland Partnership areas. The Countryside Partnerships Team is core funded by 8 Surrey Borough and District Councils, 3 London Boroughs, Surrey County Council, the City of London and the Whitgift Foundation. The Surrey Countryside Partnerships make a significant contribution to managing local countryside across Surrey and south London. Conservation grazing, volunteer tasks and works contracting also help partners meet their contractual obligations for land management under environmental stewardship. The Partnerships engage local communities and volunteers providing significant health and wellbeing benefits. The Countryside Partnerships Operations Manager is line managed by the Countryside Partnerships & Fundraising Team Leader and will manage all of the day to day operations of the partnerships. A key objective of this post will be to plan, lead, direct and manage the work of the partnerships and reduce the reliance on local authority funding. Through personal example, the post holder will support innovation, manage risk-taking and performance so as to enable continuous improvement of service delivery. They will be a role model to staff and volunteers working on the projects for all the organisation's values, promoting an open, honest, collaborative culture that delivers ongoing improvements. They will deliver the agreed work programme in partnership with stakeholders including core funding partners, countryside trusts, external countryside management organisations such as Surrey Wildlife Trust and private landowners in order to protect and enhance the environment for people and wildlife. The post will be based at Horton Country Park, Epsom but will be required to travel regularly to and operate flexibly from other operational bases throughout the county, some of which may be inaccessible by public transport.		
Line management responsibility if applicable	Direct line management responsibility for 3 Senior Countryside Partnership Officers and 1 Partnership Development Officer.		
Budget responsibility if applicable	Direct responsibility for Countryside Partnerships Team's works budgets and contracts up to £300,000 p/a.		
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. . To have regard to and comply with safeguarding policy and procedure as appropriate.		
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.		
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Degree or diploma in a related subject, or equivalent relevant experience. • Knowledge of leading a team of staff across multiple sites with the ability to set targets, deliver results to agreed deadlines, monitor and improve efficiency and effectiveness. • Knowledge of relevant areas of environmental policy and environmental management, including understanding of practical techniques of countryside, land and building management. • Detailed and up to date knowledge of relevant legislation and practice related to biodiversity and countryside management including conservation practice and land management. • Understanding of project management principles and techniques including costing, effective management of contractors, budgetary control, and report writing. • Ability to work in an entrepreneurial way, identifying and capitalising on opportunities. • Ability to work outdoors in all weather and sometimes in difficult terrain, and occasionally work evenings and weekends. • Significant experience of working in countryside management. • Experience of managing partnerships, contracts and service agreements. • Experience of leading a team of staff across multiple sites, with significant experience in delivering improvements in staff morale, productivity and efficiency. • Experience of resource management, including budgeting, contracting and accounting. • Experience of working with a wide range of partner bodies including national agencies such as Natural England, district and parish councils, consultants, contractors and voluntary bodies.		
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.		
Reference Number	BM-2018-244		