

## JOB SUMMARY

<b>Post Title</b>	<b>Lead Public Realm Maintenance Officer</b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>08</i>	<b>Line Manager to others?</b>	<b>Yes /No</b>	<b>Role profile ref</b>	<i>SD08</i>
<b>Service Area</b>	<i>Community Services – Parks &amp; Countryside</i>						
<b>Line Manager</b>	<i>Kristian Horlock – Parks &amp; Open Spaces Manager</i>						
<b>Location</b>	<i>Agile/County Hall</i>						

### Job Purpose

To supervise and provide direct support and guidance to the recreation, public open spaces, countryside and commercial services teams with a range of maintenance, repair and replace throughout the Isle of Wight Council assets.

To ensure all health and safety guidelines are complied with.

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To organise and supervise all maintenance tasks for the Isle of Wight Council Recreation and Public Spaces as and when required.
- Liaising with contractors to ensure that maintenance schedules are maintained, for public realm assets, beaches/esplanades and rights of way.
- To manager and supervise volunteers, contractors and any other workers in relevant activities ensuring the health and safety of those workers.
- Assisting with the contract management function of public realm assets, grounds maintenance, beaches and others relevant to the job.
- Maintaining play areas for health and safety, ensuring all repairs are undertaken in accordance with insurance requirements.
- To provide customers and colleagues with information after inspections, including acting as point of contact for further assistance
- To manage Seaclose depot and buildings.
- Managing budget expenditure.

### Knowledge, Skills and Experience

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>Substantial experience of working within a property environment and have a practical aptitude to facilities management, e.g changing rooms, play areas, boundary fences and walls.</i>  <i>Knowledge and demonstrable experience of health and safety regulations to ensure that safety in key council assets remains paramount.</i>	<b>E</b>	
Practical knowledge of a range of procedures and specialist equipment to support clients.	<i>Able to demonstrate practical knowledge of basic building maintenance, security arrangements, fire prevention, and play</i>	<b>E</b>	

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	<i>area safety regulations, and to undertake assessments in respect of these risk areas.</i>		
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>Working knowledge and experience in the management of contractors and managing contract renewals. Experience working with, and knowledge of what tasks other teams within the council complete, particularly the property services and health and safety teams.</i>	<b>E</b>	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Excellent communication skills. Ability to converse clearly with a range of customer groups, members of the public, contractors, other council departments and key partners, e.g. Town and Parish Council's</i>	<b>E</b>	
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<i>To be proactive and analyse maintenance and reactive repairs. To identify usage trends that would put the Council at risk e.g. to provide analysis of open actively manage the capacity of council assets so that utilisation is maximised, but safety is not compromised.</i>	<b>E</b>	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>Ability to support, advise and communicate with a range of agencies- to form positive working relationships with partners and internal departments.</i>	<b>E</b>	
Proven ability to research, analyse and present complex information.	<i>Able to research maintenance and repair works – produce costed options and identified risks.</i>	<b>E</b>	
Proven ability to prioritise own workload and achieve deadlines.	<i>Able to operate within project management guidelines. Ability to plan workload and supervise others to achieve tasks and activities within specified deadlines e.g.co-ordinating volunteer and contractors.</i>	<b>E</b>	
Literate and numerate. Ability to maintain required records.	<i>To understand and demonstrate the importance of accurate record keeping, to ensure that the council is compliant with building maintenance and health and safety regulations.</i>	<b>E</b>	
ICT skills including use of Microsoft Able to use Word Excel and PowerPoint to present data and in particular to be able to create and manage risk assessments and site inspections applications.	<i>Able to use Word Excel and PowerPoint to present data and in particular to be able to create and manage risk assessments and site inspections.</i>	<b>E</b>	
Proven ability to communicate one to one and in small groups.	<i>Able to convey key messages to a range of residents, agencies and staff to ensure that security and safety are paramount.</i>	<b>E</b>	
Proven ability to manage challenging behaviour in clients.	<i>Able to read behaviours and prevent difficult situations escalating. Confident in dealing with confrontational situations and managing a situation to a satisfactory outcome.</i>	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>

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May require relevant certifications including evidence of fluency in English language.	<i>Have a good knowledge and skill base of electricity, carpentry and plumbing skills.</i>	<b>E</b>	
GCSE level qualifications or equivalent.	<i>4 GCSEs including English and Maths</i>	<b>E</b>	
Relevant vocational / professional qualification.		<b>D</b>	
European Computer Driving Licence or equivalent.		<b>D</b>	
<b>Other Requirements</b>			
<i>Full driving license essential</i>			
<i>Ability to work out of hours to deal with emergency call outs</i>			
<b>Organisation Structure (optional)</b>			