

## Kent County Council

Job Description: *Country Parks Operations Manager*

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**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Countryside, Leisure, and Sport  
**Grade:** KR11  
**Responsible to:** Head of Country Parks & Partnerships

### **Purpose of the Job:**

To oversee the management of the operation of the County Council's country parks, ensuring they are well maintained, are accessible to all, contribute to people's knowledge of the importance of the Kent countryside, and are visitor destinations. To manage Total Facilities Management providers as they impact the country parks. To manage and co-ordinate the team leaders in each of the key delivery areas and ensure that commercial and income generating business strands are co-ordinated and profitable. To provide financial management of the operational budget.

### **Main duties and responsibilities:**

1. Manage and develop the day-to-day operational processes of the Kent Country Parks, as they relate to the Ranger teams.
2. Manage and develop the day-to-day operational processes of the Kent Country Parks, as they relate to the Visitor Service teams.
3. Manage and develop the day-to-day operational processes of the Kent Country Parks, as they relate to the Education and Training teams.
4. Manage and develop the day-to-day operational processes of the Kent Country Parks, as they relate to the Café management.
5. Manage and develop the day-to-day operational processes of the Kent Country Parks, as they relate to communications, engagement, and marketing.
6. Manage the operational financial control of the teams ensuring that accurate accounting and budgetary controls are in place and used consistently to deliver a balanced budget.
7. Support the development and lead the implementation of existing and new income generation streams across the Country Parks.
8. Manage a plan of operational work within clear financial restrictions.
9. Manage the Total Facilities Management service as it is provided within the parks, escalating issues as required.

10. Responsibility for overseeing that relevant policy and procedures are in place and up to date; including Health and Safety, safeguarding and GDPR.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: *Country Parks Operations Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to degree level and/or hold a relevant management</li> <li>• Qualification, or can demonstrate equivalent depth of knowledge/experience.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of landscape management</li> <li>• Experience of managing visitor destinations</li> <li>• Experience of leading and motivating staff</li> <li>• Established experience of developing and managing partnerships across complex groups of partner organisations</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent financial management skills</li> <li>• Resilient</li> <li>• Ability to respond flexibly and responsively on a daily basis</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An understanding of the education sector</li> <li>• An understanding of relevant national and corporate policies and legislation affecting countryside services, including the CROW Act 2000</li> <li>• An understanding of Health and Safety considerations as they apply to outdoor sites and activities. The post holder will have responsibility for Health and Safety oversight and compliance</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>