



Nene Park Trust
PETERBOROUGH
for people, for nature, for ever

Head of Operations

(Permanent, Full Time)

Information for applicants



July 2017





Nene Park Trust
PETERBOROUGH
for people, for nature, for ever

Head of Operations

£50,000 - £54,000 (plus benefits)

Nene Park is one of the largest and most visited country parks in the region with over 700 hectares of land and approaching 2 million visits per year. An exciting and challenging opportunity has arisen at Nene Park Trust to lead the operational management of the Park, which encompasses Park Management and Visitor Services and includes:

- The maintenance of the Park and its infrastructure
- The provision and operation of visitor services (incorporating visitor information, the visitor centre(s), events and facilities)
- The Health and Safety of our visitors and team

A key member of the Senior Leadership Team the post holder will be responsible and accountable for developing and delivering the operational plans and programmes to implement the Trust's Strategy and Business Plan and for developing the management information required to drive improved performance and charitable impact.

The successful candidate will have extensive experience of leading large teams to delivery strategic priorities in a park management and/or a visitor services environment.

To learn more about the opportunity, candidates can download an information pack at:
<http://www.neneparktrust.org.uk/get-involvedvacancies/vacancies>.

If you would like to discuss the opportunity informally, please call our Chief Executive Matthew Bradbury, on 01733 234193.

CVs and cover letters to be sent to hannah.gibson@neneparktrust.org.uk

The closing date is 9am on 31 August 2017. First round interviews will be held at the Trust offices on 15 September 2017, followed by second round interviews and assessment centre on 22 September.



Nene Park Trust, a Registered Charity, is a Company Limited by Guarantee No 2288607

www.neneparktrust.org.uk

Recruitment and selection process

Applications must be submitted to the Nene Park Trust offices by 9am on 31 August 2017.

Contact details are:

Nene Park Trust
Ham Farm House
Ham Lane
Peterborough
PE2 5UU

t 01733 234193

e hannah.gibson@neneparktrust.org.uk

Short listed applicants will be contacted by Friday 8 September and invited for a first round interview on Friday 15 September.

Second round interviews including assessment will be held on Friday 22 September.

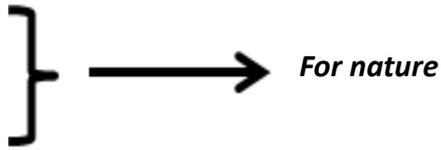
Interviews will be held at the Nene Park Trust offices.

An offer will be made to the successful candidate shortly after this. Candidates should note that any offer of employment made by Nene Park Trust will be subject to satisfactory written references and possibly a Disclosure and Barring Service disclosure.

You must also be able to demonstrate that you have the right to work in the UK

Introduction to Nene Park Trust

The Trust's core purpose is to provide a park for recreation and to improve the quality of life of visitors. This is further defined within the 1988 lease for Nene Park. The responsibilities set out in the lease and summarised below can be further linked to the Trust's strapline of "For people, for nature, for ever":

- Provide facilities for recreation, education and leisure → *For people*
 - Establish parkland facilities
 - Conserve and safeguard wildlife
 - Preserve, restore and develop park features → *For ever*
- 
- The diagram shows a right-facing curly bracket grouping the two middle items of the list. An arrow points from the center of the bracket to the text "For nature".

This is the beginning of an exciting new era for Nene Park. During 2016, Nene Park Trust, the charity responsible for the long term custody and day-to-day management of the park, has reflected upon almost three decades of successfully looking after such a wonderful place. Many months of creative and innovative planning with our partners and with the communities in Peterborough and beyond have helped us to develop an ambitious and exciting spatial and physical Nene Park Master Plan. This Plan demonstrates clearly how, resources permitting, we are preparing to address a wide range of future challenges and opportunities in and for the Park. The Plan links inseparably to a new ten-year Business Strategy, *Doing More with More*, and our five-year Business Plan for the Trust.

The new ten-year Strategy – 'Doing More with More' contains clear visions for the four main areas of the Trust's activity. The four main areas are as follows:

- **Celebrating our Environment:** Nene Park will be managed and protected as a clean, safe, sustainable and attractive natural environment that retains its river valley character and celebrates its heritage, arts, culture and biodiversity.
- **Engaging our Communities:** Nene Park will be a beautiful, accessible and enjoyable place that provides exciting opportunities for healthy recreation, relaxation and learning for the community.
- **Developing our Resources:** Nene Park Trust will invest in its infrastructure and people to ensure that the Park can be run in a sustainable way and ensure the safety and care of all.
- **Growing the Park:** Nene Park and the Trust will be known throughout Peterborough and beyond not just as a great and growing park and visitor destination, but as the partner of choice for improving the lives of the community and for providing information that is high quality, innovative and accessible.

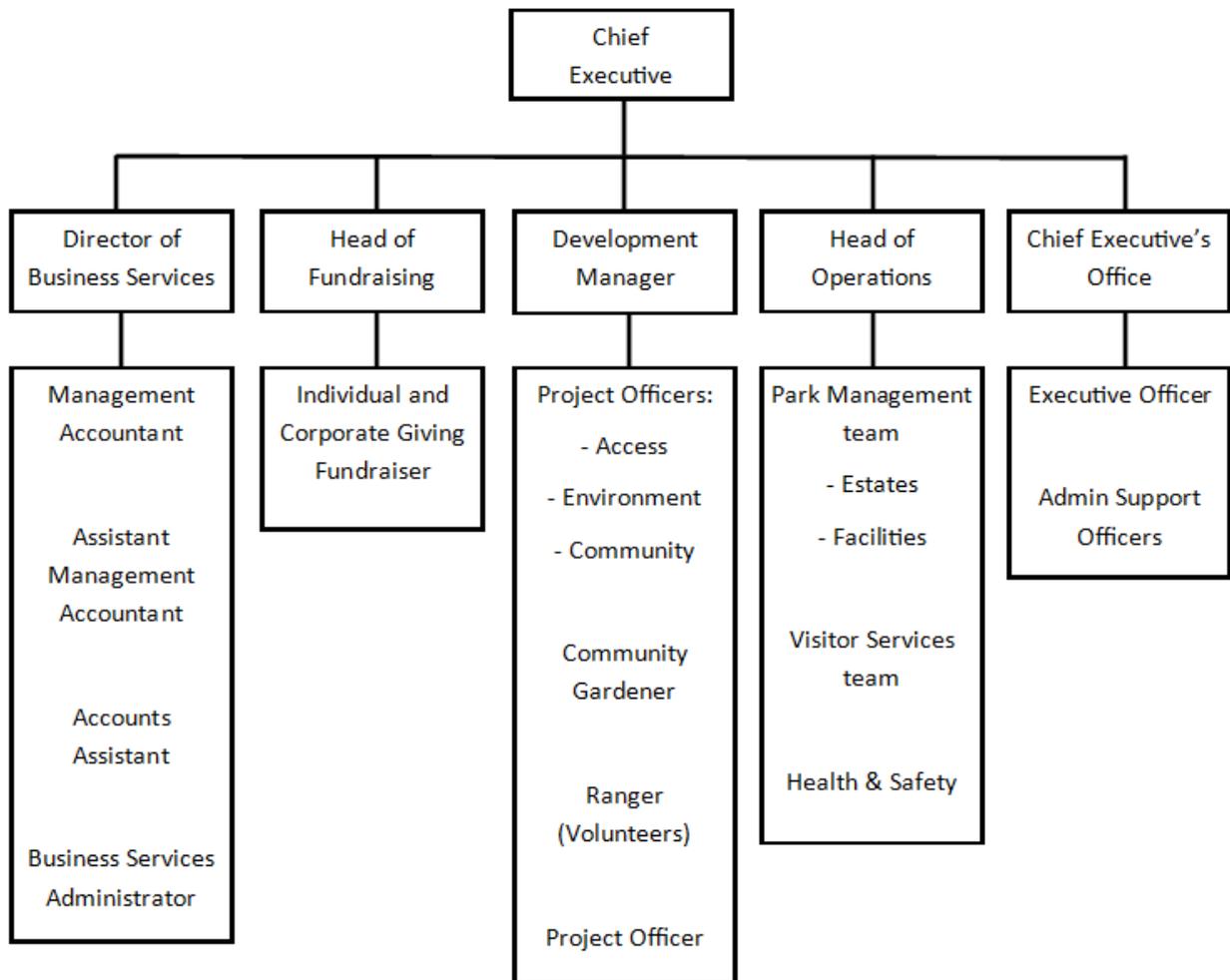
Our Strategy continues to focus on the development of our own resources and management approach. It also prioritises how the Trust and the Park will secure the resources to grow

and meet the needs of the community – both in how we engage with them and at the same time, celebrate and improve the Park environment. The Trust has also started to look outwards and has developed key relationships with community, public and private organisations and is playing an increasing role in the growth agenda for Peterborough.

Further information can be obtained from the Trust's Master Plan and current Annual Report and Accounts. These documents are available to download from the Trust's web site: www.neneparktrust.org.uk

Staffing

The Trust currently has 41 permanent members of staff and 15 seasonal staff.



Job Description

Job title:	Head of Operations
Reporting to:	Chief Executive
Salary:	£50,000 - £54,000 (plus benefits)
<p>General purpose:</p> <p>This is the leadership role for the operational management of the Trust, leading the Operations Team which encompasses Park Management and Visitor Services. The role is responsible and accountable for developing and delivering the operational plans and programmes to implement the Trust's Strategy and Business Plan and for developing the management information required to drive improved performance and charitable impact.</p> <p>The post holder will work closely with the Senior Leadership Team (SLT), to ensure operational input into the Trust and the Park's strategic development and plans and will ensure operational plans align with the strategic direction.</p> <p>Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Trust.</p>	
<p>Key deliverables:</p> <ul style="list-style-type: none"> • Oversee and develop the management of the Park and the associated services provided to and for visitors including: <ul style="list-style-type: none"> ▪ The maintenance of the Park and its infrastructure ▪ The provision and operation of visitor services (incorporating visitor information, the visitor centre(s), events and facilities) ▪ The Health and Safety of our visitors and team ▪ Subject to review at a later date – The provision of education and activities • Be an Executive (SLT) Team member, accountable to develop and implement recommendations on strategic direction and the management of organisational performance. • Act as the Trust's spokesperson on operational matters, ensuring they are given appropriate weight and consideration by the SLT and Board of Trustees. • Attend full Board of Trustee meetings, advising and supporting them from an operational perspective in their consideration of recommendations on strategic direction. • Lead the operational teams across the Trust and manage the performance and development of the Park Manager and the Visitor Services Manager raising the standards of operation by encouraging organisational learning and the sharing of good practice. • Work with the Senior Leadership Team to ensure organisational initiatives and objectives are coordinated and support the delivery of the Trust's strategy. Determine which functional objectives/initiatives affecting the operations of the Trust should progress. • Review operational resource allocation and, where necessary, effect a redistribution of resources in the interests of the whole Trust. 	

- Establish and manage the process of monitoring initiatives which support the implementation of the strategy, integrating insight from risk and performance reporting processes to identify and address issues.
- Be accountable for their personal development through the appraisal process. (Individuals with line management responsibility are also accountable for the development of their staff.)
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

Requirements – experience:

As an Executive with responsibility for the Trust's operations the post holder will be of the highest calibre with the necessary knowledge, skills and experience including:

- Leading large teams to deliver strategic priorities
- Park management and/or visitor services (experience with outdoor education and activities would also be helpful)
- Working at SLT level in similar scale organisations – not for profit, public or private sector
- Delivery of organisation wide change programmes
- Developing and working in partnership across the parks sector and city leadership organisations
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- Policy development and advocacy
- Successfully influencing at Board level and in the external environment
- Excellent working knowledge of managing health, safety and welfare in staff teams, visitor facilities and a park environment

Requirements – knowledge

- Motivating teams to deliver results
- Delivery of change management
- Effective internal communications
- Business planning
- Financial management
- Knowledge of the Parks agenda and corporate governance
- Knowledge of Park management, environmental and social issues and opportunities affecting parks
- Health and Safety (ideally IOSH Working Safely)
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Requirements – personal characteristics

- Leadership at a senior level
- Ability to deliver change
- Strategic thinking
- Excellent organisational and time management skills
- High level of intellect with the ability to understand and influence complex issues
- Networking and personal relationship skills
- Integrity necessary to gain credibility and trust from of all levels of staff, volunteers and a range of external bodies

- Excellent communication and presentation skills, with the sensitivity and skills necessary to operate at a senior level
- Ability to remain calm and positive under pressure and to consistently deliver work to time constraints
- Excellent negotiator and able to communicate confidently and effectively at all levels and with diverse groups of people
- Ability to interpret and communicate the Trust's strategy to enable understanding at all levels
- Commercial acumen

Other points:

- Ability to work as an effective and fully contributing member of a busy multi-disciplinary team
- Knowledge of health and safety
- Local knowledge of Nene Park and surrounding area
- Experience/interest in open space and countryside management
- Full driving licence (manual)
- Experience of working in the 'not for profit' sector
- Experience of working in a park or similar leisure / tourism destination
- Experience of maintaining and developing administrative systems
- An active interest in keeping up to date with sector developments

Summary of Terms and Conditions

This summary is given as a guide and is not intended to form part of a contract of employment.

Salary

Salary from £50,000 - £54,000 (plus benefits)

Contract

The job is offered on a permanent basis.

Hours of Work

This is a full time post (37.5 hours) Monday to Friday, although some weekend and evening work will be required.

Frequency and Method of Payment

Salaries are paid monthly on 26th of the month direct to your Bank or Building Society account.

Holidays

There is an entitlement of 33 days' annual holiday, which includes Bank Holidays. The leave year runs from 1 February in one year to 31 January the following year.

Sickness Benefit

Nene Park Trust has a comprehensive sickness benefit scheme, details of which can be found in the Employee Handbook which will be made available to you on commencement.

Pension Scheme

With effect from the month following the commencement of your employment, you will be auto enrolled into the Trust's Pension Scheme. At present, an employee's minimum contribution is 3% of gross salary, though you may choose to contribute more, and the Trust contributes 10% of employees' gross salary.

Life Insurance

The Trust provides life insurance cover for each member of salaried staff of five times annual salary in the event of death in service.

Policy on Smoking

The Trust operates a no-smoking policy.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

Twelve weeks by either party after satisfactory completion of the probationary period.

Training

The Trust's Learning and Development Programme provides opportunities for all staff to undertake appropriate professional skills update training in relation to their role, through an agreed performance and development review process.



Nene Park Trust Ham Farm House Ham Lane Peterborough PE2 5UU
t: 01733 234193 f: 01733 361342
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