



# Melton Mowbray Town Estate



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Operations and Developments Officer
<b>WORKING HOURS:</b>	Full Time <sup>1</sup> /Flexible hours
<b>RESPONSIBLE TO:</b>	Town Bailiff (Chief Executive Officer)
<b>RESPONSIBLE FOR:</b>	The post holder is responsible for the operational management and development of specific Town Estate activities, facilities, buildings, markets, leases, and staff; and for providing advice & information to the Town Bailiff.

### 1) Core Purpose of Post

- a. Management and administration of Town Estate services and operations at Sysonby Acres Leisure Park.
- b. Support the Town Bailiff in the management of the Town Market.
- c. Development and promotion of current and new activities across the Town Estate, including developing and implementing an active and effective communications and publicity programme, using all available media.
- d. Managing sports facilities, including the bookings, in Wilton Park.
- e. Booking and organisation of summer band concerts in New Park.
- f. Supporting the Town Bailiff in promoting and delivering Town Estate events and the successful participation of the Town Estate in appropriate events in the Town led by others.

### 2) Leading & Managing Staff (of all staff directly reporting)

- a. Lead by example; provide dynamic, consistent, and motivational leadership, ensuring successful delivery of a customer-focused service in line with the policies of the Town Estate.
- b. Gain staff commitment to a culture of personal responsibility, high expectations, creativity and aspiration, and the value of constant improvement.
- c. Work with the Town Bailiff to recruit and retain staff of the highest quality, ensuring all staff reporting have clearly defined job descriptions.
- d. Motivate and enable staff to carry out their roles to the highest standard, through high quality training.

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<sup>1</sup> 37.5hours – see contract

- e. Attend training that supports success in the role of Operations and Developments Officer.
- f. Support the Town Bailiff in leading staff through innovation and change; in adjusting job roles and skill mix; and assessing training needs.
- g. Supervise the management of staff rotas in the operational areas directly managed, so that operations are adequately staffed to ensure their efficiency and safety.
- h. Treat everyone within the organisation fairly and equitably.

### **3) Policies, Systems and Information**

- a. Carry out all duties and responsibilities in compliance with Town Estate policies and procedures.
- b. Support the Town Bailiff in reviewing operational policies and procedures in an agreed programme to ensure they are up to date, applied consistently, and monitored for impact.
- c. Provide to the Town Bailiff and the Board timely, comprehensive, high quality, and useful management information.
- d. Ensure the operations directly managed comply with all statutory requirements and Town Estate policies in respect of safeguarding vulnerable persons.

### **4) Performance Management**

- a. Comply with and seek to achieve operational and individual service targets which may be set by the Town Bailiff and Board.
- b. To carry out the appraisal of staff identified by the Town Bailiff. Critically evaluate operational performance and ensure performance targets are achieved and reported to the Town Bailiff.

### **5) Resources Management**

- a. Directly plan, organise, and manage Sysonby Acres Leisure Park, sports facilities, and the summer band concerts.
- b. Pursue a commercial approach to the provision of Town Estate facilities, identifying and responding to changing customer needs and expectations.
- c. Actively seek innovative ways to promote and develop new services and revenue earning activities across all facilities.
- d. Monitor income to ensure costs are kept within the budget; continuously seek to increase income, achieve efficient working and reduce unnecessary costs.
- e. Effectively manage all buildings, equipment, facilities and materials in areas under direct management to ensure their effective use and the safety of staff and visitors.

### **6) Health & Safety**

- a. Maintain and promote safe working practices agreed with the Town Bailiff. Encourage staff to take personal responsibility for their own and the public's health and safety.

- b. Ensure the timely and thorough investigation of any accidents and ensure that any recommendations are implemented.
- c. Report all serious incidents and near misses through the agreed Town Estate process.

## **7) Customer Focus**

- a. Seek feedback from customers and staff which will impact on the quality of Town Estate services and make recommendations to the Town Bailiff and Board.
- b. Ensure that customer focus is promoted as a core value by all staff.
- c. Follow the Town Estate's Complaints Policy.

## **8) Strategic Planning, Monitoring and Evaluation**

- a. Actively search for new opportunities for the development and promotion of current and new activities across the Town Estate, preparing business cases as necessary to obtain Board approval.
- b. Promote and market the Town Estate facilities, services and wider role in the Town. Develop and implement an active and effective communication and publicity strategy using all currently available media, including social media.
- c. Prepare reports for the Town Estate as required by the Board and attend meetings with the Town Estate Trustees, as necessary.
- d. Support the Town Bailiff in formulating and monitoring an ambitious but practical rolling three-year strategic Development Plan, to be agreed by the Board of Feoffees.
- e. For areas under direct management, manage & monitor the budget approved by the Board; provide effective monitoring reports to the Town Bailiff inter alia identifying any discrepancies or unforeseen expenditure.
- f. Work with the Town Bailiff and Feoffees to attract and maximise external funding that supports Town Estate objectives.
- g. Secure robust self-evaluation and quality assurance procedures using useful & accurate management & financial data to identify and act on areas of improvement.
- h. For areas under direct management, ensure sound and effective financial records are kept that comply with Town Estate policies and accounting practice, ensuring the collection and management of all receipts.
- i. Provide any required assistance to the Town Estate contracted auditors.
- j. In order to further the aims of the Town Estate, establish positive and professional working relationships with local organisations as they interact with the areas under direct management, representing the interests of the Town Estate at all times.

## 9) Special features

- a. This post requires a flexible approach to time of work, with ability and willingness to work evenings and weekends as required by the demands of the service and to attend Team Meetings and Board Meetings when invited.

End of Job Description

Signed

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Operations and Developments Officer

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Chair

Date

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