

Wirral Council: Job Role Descriptor

Job Role:	Head Greenkeeper
Service:	Leisure Services
Reports to:	Golf Manager
No. of Subordinates:	9-16
HR USE ONLY	
Job Role Ref:	CS&CE0065G(A)
Job Family:	Customer Service & Community Engagement
Grade:	Band G

JOB ROLE PURPOSE

Responsible for the management and development of grounds maintenance at all sites associated with the Golf Operation. To lead a team in ensuring maximum efficiency across all Golf establishments to provide a holistic approach in delivering a consistent, high service standard to users, ensuring the maintenance and upkeep exceeds the expectations of members, guests and visitors.

KEY TASKS

1. To lead a team in the operational day-to-day management in the delivery of a grounds maintenance for the Municipal Golf courses, in line with current Greenkeeping recommendations (BIGGA) and current best working practices.
2. Be Responsible for the creation, development and implementation of all grounds maintenance plans and to ensure these plans are completed on time. That standards and quality are continuously monitored and improved in line with agreed performance standards and available resources, utilising performance management as a positive and effective management tool.
3. Be responsible for all budgets associated with the grounds maintenance function, including undertaking seasonal reviews and forecasting. Work closely with the golf manager to , give advice and attend meetings associated with the work of the Golf GM team/service.
4. Investigate, resolve and respond to questions, requests and complaints in a timely pro-active manner.
5. Be responsible for the development of all aspects of the Golf Maintenance Service. Provide a 'hands on' approach in supporting and assisting the team to deliver outcomes and targets.
6. Lead on developing and implementing a volunteer grounds maintenance strategy and opportunities in line with council processes and procedures.
7. Assist the Golf Manager / Leisure Operations Manager in the production and development of Business and Strategic Plans for the Golf Service.
8. Be Responsible for the Health & Safety of the section in accordance with Council Policies including the management of machinery including Hand Arm Vibration (HAVS), noise control, Personal Protection Equipment (PPE) and tree maintenance/management. Responsible for ensuring compliance with CDM regulations for all relevant works within the designated area.

9. Manage and develop staff through appraisals and the organisation of training and development of staff to increase the section's effectiveness.
10. Be responsible for monthly financial monitoring and performance reports to the golf Manager, ensuring GM service operates within budget.

KEY RESPONSIBILITIES

People

Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communications and matters relevant to the service area.

Manage and motivate a team of staff to ensure the delivery of the daily management, maintenance and overall appearance of the golf establishments.

Consult and provide information to service users, elected members, private and voluntary organisations and colleagues in order to ensure the effectiveness of the service, leading to service improvement and improved customer satisfaction.

Ensure that training is organised and managed for staff and to identify continuing staff development needs and opportunities through undertaking Performance Appraisals/ regular 1-2-1's and team briefings.

Be proactive in communicating via various methods in creating an open and honest work environment/culture, re-enforcing the Council's Values and Behaviours.

Be approachable, professional, engaging and have good customer care skills.

Represent the Golf Service at forums and committees as appropriate and liaise with friends' groups, user groups and other stakeholders.

Be responsible for resolving complaints and enquiries associated with the presentation of the golf sites in a timely manner.

Manage and implement the Council's policies including Values and Behaviours, Grievance, Disciplinary, Sickness and Capability.

Work with staff, friends' groups and other partners to raise the quality and improve the playing conditions of the Golf sites, including planning around key events/competitions.

Plan annual team rotas in line with the service needs incorporating seasonality and special events.

Responsible for the supervision of the grounds maintenance staff and volunteers in the area including preparation and monitoring of work schedules.

Financial

Be responsible for delivering a cost-effective service in managing budgets allocated to Golf's Grounds maintenance operation.

Assist the Golf Manager within Councils Procurement guidelines when purchasing goods or services in line with corporate procedures.

Seek to explore the more cost-effective processes/purchases within financial, procurement and audit guidelines to address the operational budget deficit.

Work closely with the Golf Manager/ Leisure Operations Manager to effectively explore new opportunities to enhance the golf offer and deliver financial outcomes.

Deliver and maintain cost effective service within all budgets allocated.

Responsible for controlling budgets for individual schemes, projects and service area of grounds maintenance.

Responsible for the preparation of grounds maintenance estimates for services and the tendering and operation and monitoring of tenders/contracts when appropriate, at the direction of the Golf Manager.

Responsible for ensuring that working time is accurate and within budget prior to submission for payment.

Strategic

Lead on the production and implementation of Golf operational management plans, in accordance with statutory requirements and all Council standards and procedures.

Ensure that staff assist in the development and implementation of operational plans and the development and management of volunteer opportunities.

Contribute towards the Wirral golfing offer ensuring that this satisfies the values contained within Wirral Council's vision and Leisure strategy.

Responsible for raising the overall quality standards in management, improvement and efficiency in the grounds maintenance in line with the current works programmes/strategies.

Implementation of a grounds maintenance strategy to increase volunteer opportunities.

Resources

Responsible for the overall Health and Safety for staff and at all Golf maintenance buildings.

The security and maintenance of all Ground Maintenance buildings/vehicles associated with the golf section.

Prepare estimates for services and assist with any tendering/procurement processes and the operation/monitoring of contracts where appropriate.

Responsible for ensuring that all site and building maintenance is carried out by the appropriate staff in a timely and effective manner.

Responsible for managing external contracts/contractors in line with council procedures including surveys and inspections.

Responsible for the monitoring of sites, machinery, chemicals etc and implementation of inspections. To maintain effective records of all plant and machinery equipment, to ensure its efficient and safe operation at all times.

Prepare estimates for services and assist the golf manager with tendering and the operation/monitoring of contracts where appropriate.

Planning and Organising

Responsible for management planning and the preparation of reports.

Prepare, implement and monitor work schedules, including winter works schedules, which accurately indicate current progress and completion timescales for each area of work across all sites.

Manage personal and team workload, changing priorities and objectives in light of any external elements.

Plan projects in good time so that objectives are met within timescales, that value for money is obtained and residents and other customers are satisfied with project results.

Liaise regularly with stakeholders to ensure that the service considers user views in the implementation of grounds maintenance and when possible, works towards users desired expectations.

Manage team and personal workload, changing priorities and objectives as required and in light of resource availability.

Decision Making

Work within the agreed legislation, policies, and procedures of the Council.

Work with the Golf team Leader/ Leisure Operations Manager and provide relevant information/data to assist in decision making including budgets, staffing, equipment and projects in order to meet the needs of the service.

Lead and develop a cohesive approach across all sites to deliver a consistent grounds maintenance service in relation to course restrictions, staff rotation/moves, machinery and be able to 'act up' in the absence of the golf manager

Decide on, draw up, implement, and review priorities and programmes of work for the development of the golf courses.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Minimum of 5 years' experience of golf course management or team leader experience plus a proven ability to plan, organise and implement work programmes.
- Minimum SVQ/NVQ Level 3 in greenkeeping and Sports Turf Management.
- PA1, 2 and 6a spraying certificates.

Knowledge & Skills:

- Good communication skills to promote the service and liaise with friends/user groups, stakeholders and colleagues.
- Ability to manage construction projects involving landscaping, drainage, and woodland management.
- Effective partnership working skills.
- A good working knowledge of fine turf machinery, with practical experience of regular servicing and maintenance
- Possess man-management skills to organise, lead, motivate and train staff.
- Have an understanding of the game of golf.
- Financial management skills

Experience:

- Experience of using computers, including word, excel, email, databases and managing budgets.
- Experience of irrigation systems including repair and maintenance.
- Experience of Health & Safety legislation, including practical experience of creating and maintenance of appropriate risk assessments, COSHH documentation etc.
- Experience of automatic irrigation systems, drainage installations, bunkers, trees etc.

Desirable Criteria

Knowledge & Skills:

- Powerpoint and reporting skills.
- Coaching, mentoring and training skills.
- Knowledge of decision-making processes/techniques.

Experience:

- Experience of running a large golf facility and working with Volunteer groups.
- NPTC Chainsaw licence

ADDITIONAL WORK ELEMENTS

Ability to travel around Borough.

Ability and expectation to work across all sites.

Ability to meet the service needs.

Ability to work flexible hours, including evening, weekend and bank holiday work to meet the service needs.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date