

Business Planning Officer (Landscapes)

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| Level: | Grade 8 |
| Team | Community Safety (Landscapes) |
| Line manager: | Landscape Manager |
| Responsible for: | Support Officer (Community Safety – Landscapes) |

About the job

- You will be responsible for the development and enhancement of the Community Safety (Landscapes) organisational plans, performance management framework, quality assurance framework and the Landscapes training plan to ensure that the plans are accurately developed and implemented to meet the organisation's strategic and operational objectives.
- Responsible for the Tree and Asset Management system to ensure that the organisations response to tree management remains in accordance with arboricultural industry standards and ensures that all customers and assets are kept safe.
- Support the identification and generation of efficiencies through the introduction of new ways of working and opportunities provided through more effective use of IT and the implementation of continuous improvement practices and processes.

You'll be trusted to

- Effectively analyse and benchmark management information.
- Contribute to continuously improve levels of customer satisfaction with Vico Landscape services including tree management and grounds maintenance.
- Deliver services in a manner which supports Vico's brand and enhances the organisation's reputation.
- Continually seek opportunities to introduce new working practices that generate efficiencies.
- Contribute to the development and assist with the delivery of customer service excellence across all aspects of the Landscape service.
- Review performance targets and revise priorities within the team's plans.
- Review and report KPI's ensuring these are tangible and implement quality measures to drive performance and enable effective challenge/
- Recommend service development improvements to the management team.
- Actively support the Vico Tree Safety Policy and Tree Safety Management Plan (TSMP) through the operation of the tree management and asset system.
- Assist with the management of devolved budgets and responsible for monitoring devolved budgets;

- Establish links and develop partnerships with external agencies and identify new business opportunities.
- Undertake specific project management initiatives as required, relating to policy or service development initiatives.
- Prepare written and statistical reports for the management team.
- Responsible for the production and quality management of corporate documents.
- Responsible for the production of material in line with the corporate guidance.
- Devise and implement training initiatives to support the quality assurance framework.
- Use designated performance management systems to meet the corporate and Landscape service requirements.
- Contribute to the change management process.
- deal appropriately with all complaints and representations in accordance with the organisation's complaints procedures.
- Contribute to the setting of targets for the service and monitor performance to achieve continuous service excellence
- Responsible for preparing and developing the appropriate service strategies, through consultation with relevant stakeholders.
- Maximise opportunities through partnership working with relevant community stakeholders.
- Participate in multi-agency forums and promote sustainable communities.
- Provide advice on compliance with the organisation's Standing Orders and Financial Regulations.
- Contribute to the financial planning and budgetary strategies in order to maximise income and maintain viability.
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Personal Contacts:

Internal: All colleagues within Vico Homes

External: All outside agencies as appropriate. Members of the public and Vico customers.
Other statutory and voluntary agencies.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

| Personal skill characteristics | Essential (Tick) | Desirable (Tick) | Method of Assessment (Code list below) |
|--|-----------------------------|-----------------------------|---|
| A qualification at level 4 of the qualification and credit framework such as an HNC, Award, Certificate or Diploma at level 4 or equivalent or working towards | ✓ | | AF / CQ |
| Evidence of budget management, having regard for priorities and tight financial limits. | ✓ | | AF / I |
| Evidence of setting and achieving performance targets. | ✓ | | AF / I |
| Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture. | ✓ | | AF / I |
| Have effective leadership skills, using communication, negotiation and motivation. | ✓ | | AF / I |
| Good time management and organisational skills. | ✓ | | AF / I |
| Decisive analytical interpretation skills. | ✓ | | AF / I |
| An awareness of financial and ICT systems. | ✓ | | AF / I |
| Have business planning and project management skills. | ✓ | | AF / I |
| An understanding of equal opportunities in employment and service delivery. | ✓ | | AF / I |
| A detailed knowledge of the business planning process. | ✓ | | AF / I |
| An understanding of and the ability to apply the appropriate legislation, policies and procedures for delivery of the Service | ✓ | | AF / I |
| An understanding of the methods of engaging with stakeholders and an ability to interpret stakeholder requirements in developing the Business Plan. | ✓ | | AF / I |
| Knowledge and practical experience of using IT as analytical and management tools | ✓ | | AF / I |
| Clear presentation skills. | ✓ | | AF / I |
| Evidence of effective communications with stakeholders, managers and employees. | ✓ | | AF / I |
| Evidence of a customer focused approach to service users | ✓ | | AF / I |
| Analytical in thought and able to address the challenges facing a front line service. | ✓ | | AF / I |
| Have a commitment to employee development initiatives. | ✓ | | AF / I |

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| Ability to undertake any travel in connection with the post as required by the business. | ✓ | | AF/CQ |
| The post holder may be required to attend out of hours meetings and participate in out of hours call out and emergency planning procedures. | ✓ | | AF / I |
| Experience in a business planning environment. | | ✓ | AF / I |
| Evidence of effective management of a multi-discipline team. | | ✓ | AF / I |
| Evidence of designing and delivering training initiatives. | | ✓ | AF / I |

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification