

## Job Description

Job title	Head of Sport and Greenspaces Development
Directorate	Regeneration, Culture and Environment
Division	Community and Culture
	Service Manager
Reports to	Chief Leisure and Environment Officer

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### Main purpose of the job:

To provide strategic leadership and operational management of Medway's sports centres, sports development and greenspaces development functions.

The role is responsible for ensuring high-quality, safe and accessible services for residents, driving service improvement, developing sporting opportunities and facilities, and managing income generation and expenditure to ensure the service operates within agreed budgets and contributes to the Council's wider priorities.

### Accountabilities and Outcomes:

1. Provide effective and visible leadership of Medway's sports centres, ensuring high standards of operation, customer experience and compliance with relevant health and safety requirements.
2. Lead the improvement and development of parks, open spaces and country parks ensuring they are well-managed, sustainable and accessible for communities.
3. Lead the development of sporting opportunities, programmes and facilities that increase participation, improve health outcomes and meet local needs.
4. Maintain effective budgetary control across the service, managing income and expenditure to achieve financial targets and deliver value for money.
5. Lead and support the management team withing sport and greenspaces development, setting clear expectations and promoting high performance.
6. Develop and deliver a clear vision and improvement programme for sport and greenspaces development aligned with best practice and Council priorities.
7. Demonstrate and strong understanding of Council priorities and the contribution of sport and greenspaces to wider corporate, health and regeneration objectives.
8. Ensure staff are supported, developed and motivated through effective leadership, performance management and opportunities for professional development.

At manager's discretion, other activities may be assigned that fit the job description.

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### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Chief Leisure and Environment Officer

### Initiative and independence

The role requires a high degree of initiative and independence, to both drive operational effectiveness and to play a leading management role within the service to set strategic direction.

The Head of Sport and Greenspaces Development will use key identified priorities at both Council and service level to drive improvement for residents, including but not limited to alignment with the One Medway Council Plan, Marmot Place, Local Plan and service strategies.

The Head of Sport and Greenspaces Development will develop trusted partnerships with internal colleagues and external partners to create a culture of continual improvement within the service which maximises the benefits to customers and residents.

The Head of Sport and Greenspaces Development will demonstrate a clear understanding of finance, being able to monitor revenue and capital budgets effectively and to work with the senior colleagues to develop business cases where relevant.

The Head of Sport and Greenspaces will develop a strong working relationship with Members, being able to provide clear verbal and written advice and reports.

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To be able to work independently and to tight deadlines, meeting requirements of the Council's constitution and scheme of delegation. |

### Supervision and Management of Staff

The Head of Sport and Greenspaces Development will have direct line management for the Commercial Operations Manager and the Development and Delivery Manager.

The Head of Sport and Greenspaces Development will have indirect responsibility for the sports centre, sports development and greenspaces development staff comprising circa 150 contracted employees and casual and freelance staff.

Number of people managed by postholder: 195 |

### Job Context

The Head of Sport and Greenspaces Development is responsible for the management and operational effectiveness of a range of functions which directly impact residents and delivery of the One Medway Council Plan and associated strategies.

Management of these activities together with staff career development play an integral role in ensuring customer satisfaction and reputational impact.

The main contacts for whom the Head of Sport and Greenspaces Development will be expected to work effectively with include (but are not limited to): senior directorate leadership, finance, communications and marketing, HR and health and safety; legal; Members including lead Portfolio Holders in Sport, Greenspaces and Climate Response; colleagues and senior managers across the Place directorate; key contacts within national and regional organisations, external service delivery partners, and wider stakeholders including residents and members of the community.

The Head of Sport and Greenspaces Development role will likely receive direct communication from members of the public, particularly if dissatisfied or upset with services and/or seeking action from the Council in respect of the relevant services.

### Resources

The Head of Sport and Greenspaces Development is expected to comply with all GDPR and Information Governance policies when handling data, including physical documents. They must maintain allocated hardware, such as laptops, to ensure secure and efficient work.

The role involves access to personal and financial data through case files, management systems, and service-related records. As part of their budgetary responsibilities, the Head of Sport and Greenspaces Development will use this data to support financial oversight.

The Head of Sport and Greenspaces Development will have strategic management responsibility for a range of Medway Council-operated commercial and community venues and sites including staff office spaces across Medway, ensuring they are fit for purpose and support team operations. |

## Work Environment:

### Working Style

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

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### Work Demands

The Head of Sport and Greenspaces Development will need to respond to a wide range of, and sometimes competing, demands. These include Members, customers, visitors and residents. The post holder will need to be able to put in place clear operating procedures which enable speedy and consistent responses, commensurate to the particular requirements of the inquiry.

With responsibility for a customer-focused service, the Head of Sport and Greenspaces Development will be required to balance a range of projects and priorities at any given time, demonstrating an ability for clear thinking in pressured situations together with strong communication with colleagues and both internal and external partners.

The Head of Sport and Greenspaces Development will be effective at managing deadlines, responding to changing circumstances in line with Council priorities.

The Head of Sport and Greenspaces Development will demonstrate an ability to calmly resolve areas of potential conflict, seeking to understand respective viewpoints and working collaboratively to find the appropriate solution. Need to meet targets and to work both independently and under pressure with at times conflicting demands ]

### Physical Demands

The role carries minimal physical demands, with most responsibilities centred around professional engagement and communication. The post holder will frequently attend meetings, many of which will take place in office settings or external venues. In addition to these in-person commitments, a significant portion of meetings will be conducted virtually, requiring extended periods of laptop use.

Communication will largely be conducted through email and other forms of electronic written correspondence. While this facilitates efficient interaction, it is acknowledged that the volume of digital communication may have implications for manual dexterity over time.]

### Working Conditions

There are no exposures to undesirable working conditions ]

### Work Context

Frequent visits to a wide range of Council buildings, outdoor spaces and community settings, will be required as part of the role. The Head of Sport and Greenspaces Development is expected to attend internal and external events. ]

### Person specification

For appointment to the role at the entry point of the range all level A1 criteria must be evidenced through the selection process. All new appointments to a senior role in the Council are required to undertake a Medway specific programme of training and learning during the probation period which covers all Level A2 criteria, as detailed in the Career Profession Framework.

#### Qualifications

Successful completion of Medway Council service manager training modules

Evidence of continued professional development relevant to the responsibilities of the role

Institute of Leadership and Management Level 7 qualification, or relevant equivalent as agreed prior to commencement with Chief Leisure and Environment Officer.

#### Knowledge

Detailed knowledge of operating either Sport or Greenspaces in a local authority environment.

Demonstrable understanding of One Medway Council Plan and the role Sport and Greenspaces play in delivering against objectives.

Detailed knowledge of Sport and Greenspaces Development service

Understanding budgeting, and financial analysis to support decision-making and resource allocation.

Ability to analyse and interpret data to inform strategic and operational decisions

Knowledge of models and strategies for planning, implementing, and sustaining organisational change effectively

Comprehensive understanding of national and local political priorities and their impact on Sport and Greenspace Development.

Comprehensive knowledge of key areas within the Sport, Greenspaces and Climate Response services.

Clear understanding of the activities, priorities and objectives of the Council

Excellent understanding of the political context at regional and local level and ability to work with Elected Members in a constructive and sensitive way.

Detailed knowledge of regional and national policy related to Sport and Greenspace Development.

#### Experience

At least 10 years' experience in Sport and/or Greenspace Development with a local authority or relevant equivalent.

Demonstrable experience of leading and managing complex teams.

Significant and demonstrable experience in developing successful internal and external partnerships

Experience of effective and proactive management of Sport and Greenspace Development staff in a local authority or relevant equivalent.

Experience of managing projects and programmes at a senior level within a large organisation.

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[Demonstrable success in leading, managing and empowering staff to deliver inclusive and high-quality services with tangible benefits to residents. ]

Experience contributing to the development and implementation of strategy, policy, and business plans.

Experience of working collaboratively with partners and stakeholders to support service objectives.

Experience managing projects and programmes with measurable outcomes.

Experience of successful delivery of commercial operations providing improved annual income performance.

### Skills

[Highly developed communication skills to confidently present complex/sensitive information in an understandable way, adapting the style to a range of audiences.

Ability to deal with very high levels of work-related pressure, for example, from deadlines, interruptions or conflicting demands.

Ability to demonstrate effective ICT skills and knowledge.

Demonstrable ability to negotiate and deliver outputs of the highest quality that will benefit customers using Medway Sport and Greenspace facilities.

Ability to work with internal and external partners to deliver mutually beneficial solutions which align with the One Medway Council Plan and associated strategies ]

[Demonstrable ability to lead effective change management programmes, adapting to Council priorities and the needs of residents.

Ability to demonstrate effective coaching and mentoring of Sport and Greenspaces Development management team to deliver high-performing service. ]

[Ability to build strong professional partnerships with managers, stakeholders and Elected Members.

Demonstrate sound judgement in resolving service issues and improving processes.

Strong interpersonal skills including communication and collaboration.

Good planning, organisational, and problem-solving skills]