



**Job Description/Role Profile: Estate Manager (Horticulture & Recreation)**  
 Full Time, Permanent  
 c£33,000

Urban Green Newcastle (UGN) is a pioneering charity set up in 2019 to look after the city's parks and allotments. Our vision is for more people to enjoy and benefit from the beautiful open spaces in the city, and to ensure they are safe, welcoming and provide a great environment for wildlife and people which is valued by all. With support from our core partners (Newcastle City Council, the National Trust and the National Lottery Heritage Fund), we are working to ensure a sustainable future for the 33 parks and over 60 allotment sites in our care.

A core part of our role is environmental stewardship of the green estate, growing engagement opportunities and developing projects to secure environmental and grant investment. Working as one of two Estate Managers, you will inspire and encourage others to deliver exceptional parks management and customer experience. You will manage the strategic planning and day-to-day running of the Ranger team responsible for half of the parks, prioritising practical conservation work and ensuring outstanding engagement to deliver Urban Green's strategic objectives. You will also lead on some estate-wide responsibilities.

The Estate Manager (Horticulture & Recreation) is part of the Urban Green managers group and has direct responsibility for managing half of the parks estate and their ranger/community gardeners, as well as having park-wide oversight of play areas, compliance within the Ranger team and developing the relationship with the Probation Service.

**What you will deliver**

**Great Leadership:** You will provide leadership for your team, inspiring excellent conservation and service standards and an open, inclusive and forward-looking culture. As a member of the UGN Managers Group you will contribute to setting and achieving the priorities for the organisation and creating an example of collaborative teamwork. You will grow and lead a diverse team of staff and volunteers, encouraging innovation, continuous improvement and ensuring effective delivery.

**Excellent park conservation & maintenance standards:** Working collaboratively with the other Estate Manager (Woodlands & Conservation) you will establish and implement high maintenance standards and practice across the estate, improving presentation while finding new approaches to improve conservation. You will lead the development of park management plans in your area, ensuring the parks are well presented and reflect their unique character, status and story.

**Great community engagement:** You will recruit, lead, support and empower volunteers, groups and community partners to carry out maintenance and biodiversity tasks within the UGN Parks estate, fostering positive and beneficial relationships. You will take a parks-wide lead for developing the relationship with the Probation Service.

**Environmental innovation:** You will protect, conserve and monitor the rich biodiversity across the estate, exploring opportunities for enhancement and seeking to find more sustainable ways of delivering park management.

**Health & Safety & Compliance:** You will take a lead across the whole Ranger Team for compliance, ensuring that training standards are met, health & safety procedures are reviewed, improved and followed and that training and safety checks for equipment are robust. You will also provide a strategic lead across the estate on play areas and ensure that the highest health & safety regimes are in place. You will take a proactive approach to health and safety to ensure the highest standards of visitor and staff safety.

**Great visitor experience:** You will be an ambassador for UGN, actively promoting the work of the organisation, and reflecting the values, passion and commitment of the organisation as we strive to be the best in all we do. You will develop great relationships with key stakeholders such as Friends of Groups.

**Knowledge, skills and experience needed**

Experience in relevant land, conservation and access management.

A relevant qualification at Level 3 or above (or an equivalent level of vocational experience).

Demonstrable ability to inspire, manage and motivate staff and volunteers.

Proven track record of managing budgets, small-medium sized projects and contracts.

Knowledge of Health & Safety compliance requirements and experience of managing operational risk. Experience of working to PUWER regulations and operational risk assessments.

Excellent interpersonal skills and ability to communicate effectively with a wide range of stakeholders.

Competent IT user able to effectively use common software packages (e.g., Microsoft Office)

Full UK driver's licence and access to a vehicle.

Competency with machinery and equipment, to enable oversight of practical maintenance and conservation work e.g. strimmers, hedge cutters etc (D).

Knowledge of field identification skills and demonstrable passion for the natural and historic environment (D)

A collaborative team-player who builds consensus and has the ability to drive projects forward to completion.

**Scale & scope of the role**

**Reports to:** Director of Parks & Allotments

**Budgets:** You will have delegated responsibility for management of the budgets for your parks, as well as taking responsibility for medium-scale capital projects. You will ensure that finances are managed carefully at all times, with appropriate procurement, value for money and budgetary control.

**Line management:** You will be responsible for the line management of a small team of Rangers/Community Gardener team in addition to the specialist Play Ranger. You will also be responsible for managing contractors and volunteers.

**Scope:** Working seamlessly with the Estate Manager (Countryside & Denes) you will be responsible for the daily management, conservation and presentation at your parks, ensuring that they are safe, attractive and welcoming to visitors. The main hours of work are Monday to Friday, but the role will also include some evening, weekend and bank holiday work as required.

**Partnerships:** You will work openly and collaboratively with a wide range of partners including community and 'Friends of' groups, Newcastle City Council members and officers, statutory agencies, funders, and organisations such as the Natural History Society of Northumbria, Office of the Policy & Crime Commissioner and the Probation Service.

**Our values**

**Green/Sustainable:** We are creating a green, sustainable future for the places in our care, encouraging both people and nature to thrive.

**Innovative:** We are leading creative ways to secure the future of public green space in the city. We are bold in our ambitions and not afraid to adapt and experiment.

**Collaborative/inclusive:** We are passionate about creating safe, welcoming and accessible places for everyone to enjoy. We act responsibly and take accountability for our decisions, balancing different needs in an open and fair way.