



Job Description/Role Profile: Play Inspection & Maintenance Officer

Full Time or Part Time roles available, Permanent

£23,088

Urban Green Newcastle 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 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 with 65 Play areas 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 part of the Ranger and Community Gardener team, the Play Inspection & Maintenance Officer role will deliver a step-change in the day-to-day management and presentation of Play Area sites with a robust inspection and maintenance programme. With a keen eye for detail and a love of play areas and green spaces you will take pride in ensuring sites are clean, safe, welcoming and well-maintained for everyone to enjoy. You will work to enhance inspection and maintenance standards and biodiversity to provide visitors with a welcoming and inspiring experience. Adopting a flexible approach and working collaboratively, you will identify opportunities to aid with establishing new and creative ways of working.

The Play Inspection & Maintenance Officer will assist the Play Area Line Manager with the management of the 65 play areas in 22 Parks across the city, ensuring that their inspections, maintenance and presentation meets the required standards for the safety and enjoyment of park users.

What you will deliver.

Maintenance standards: You will deliver high inspection and maintenance standards and practice across the play area estate, improving presentation while finding new ways of reducing costs, in line with the environmental and sustainability ethos of Urban Green Newcastle.

Great community engagement: You will support and empower volunteers, groups and community partners to carry out inspection and maintenance tasks within Urban Green Newcastle's play area estate, fostering positive and beneficial relationships. You will inspire greater use and enjoyment of the city's public play areas and parks managed by UGN by supporting the Play Area Line Manager, improving health and wellbeing and helping people feel connected, committed and take ownership of the public play spaces.

Environmental innovation: In carrying out practical inspection and maintenance work across the estate, you will be constantly seeking to find more sustainable ways of delivery and supporting Urban Green Newcastle's commitment to be carbon neutral.

Health & Safety focus: You will take a proactive approach to health and safety to ensure the highest standards of visitor safety, working closely with your line manager to comply with relevant health and safety requirements. This will include carrying out regular inspections and maintenance of play area sites, monitoring their condition and use by the public, and inputting into the programme of repairs, maintenance and development.

Great visitor experience: You will be an ambassador for Urban Green Newcastle, 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.

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.

Scale & scope of the role

Reports to : Play Area Line Manager

Job Purpose: Your primary day-to-day focus will be to maintain UGN Play Areas in a safe and clean condition for public use. Undertaking daily routine visual inspection and maintenance visits to Play Areas while recording defect details and actions. All duties carried out must comply with all relevant industry codes of conduct and safety standards e.g HSE & RoSPA.

Supervisory: You will be working with play area volunteers and have a responsibility for supervising Contractors, Friends of Groups, interns, corporate groups and other volunteers when necessary.

Scope: you will be responsible for routine visual inspections and regular maintenance visits to all UGN play areas. You will lone work the majority of the time and work as a part of a multidisciplinary team, when required, ensuring that sites are safe, attractive and welcoming for visitors and users, and aiming for the highest standards of presentation and environmental care. This is a 7-day a week operation, so you will be working flexibly, with the occasional requirement to work evenings, weekends and bank holidays as required. You may need to support with other duties of the organisation as and when required.

Delivery: Working in a fast-paced environment where no two days are the same requires self-reliance, the ability to lone work, problem solve and have the confidence to make decisions with minimum supervision. The post holder will be required to balance day-to-day hands-on practical tasks alongside administrative tasks and will be expected to prioritise work to deliver against agreed timescales and quality.

Knowledge, skills and experience needed

A keen interest in playgrounds, parks and green spaces underpinned by recognised qualifications at Level 2 or above, or an equivalent level of vocational experience.

Ability to work on own, use own initiative, train and self-motivate.

Competency to repair and construct various play structures and facilities across the full range of play areas, parks and green spaces using machinery and equipment, to undertake practical inspection, maintenance and conservation work e.g. strimmers, hedge cutters, cordless impact wrench and outdoor IT Tablet with report writing software etc.

Excellent written and verbal communication skills with Maths and English qualifications.

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

Full UK driver's licence essential.

Expected to maintain a high standard of service delivery and uphold UGN's policies in accordance with H&S compliance, safe working practices, equality and diversity standards, and health and wellbeing; keeping yourself and others safe, while working in public spaces.

Understanding and appreciation of the power of volunteering, and experience of how to empower volunteers to perform at their best.

Excellent people skills, ability to engage confidently with diverse groups of people, creating a warm welcome and developing strong relationships both internally and externally.