



Ipswich Borough Council  
Job Description: **B07a**

## **PARK PROTECTION OFFICER**

### **MAIN PURPOSE OF JOB**

To maintain a high standard of order and conduct by public users of parks. To maintain the orderly conditions of the grounds. To ensure the safety of park users. To act as a deterrent to offenders and assist in their prosecution. To promote public interest and to increase the awareness, appreciation and understanding of parks and open spaces. Maintain an overview of parks services within the post holder's area. Provides local information and advice to other staff and public as requested. Conveys views and suggestions from the public to the Council.

### **MAIN DUTIES**

1. To be present on parks, open spaces and allotments in order to be available and visible to the public and to patrol the complete extent of parks and open spaces and allotments as directed.
2. To act as a front line contact with the public ensuring byelaws and criminal laws are observed and issue Fixed Penalty Notices when required.
3. To secure parks and lock and unlock gates as necessary.
4. Receive, investigate and respond to complaints from members of the public and colleagues on the use of parks, open spaces and allotments
5. Carry out inspections of all parks, open spaces, buildings and play areas therein and allotments to ensure general safety, cleanliness and maintenance of sites.
6. Responsible for reporting and following up general repairs in parks, play areas and allotments etc.
7. To be responsible for keeping appropriate records of inspection.
8. Monitor organised events making appropriate written reports where required. To liaise with the police, event organisers and the public, to ensure smooth running of events and to act as a contact for queries relating to site facilities.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



# Ipswich Borough Council Person Specification

## PARK PROTECTION OFFICER (Mobile/Static)

| ATTRIBUTES                       | ESSENTIAL                                                                                                                                                                                | DESIRABLE                                                | METHOD OF ASSESMENT          |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------|
| <b>Qualifications</b>            | 3 GCSEs or NVQ Level 2 or at least one year's experience in a similar role.                                                                                                              | First Aid Certificate                                    | Application form/Certificate |
| <b>Work related experience</b>   | Use of hand and power tools<br><br>Basic IT Experience<br><br>Basic Carpentry / metalwork skills<br><br>Experience of carrying out inspections<br><br>Frontline customer care experience | Security experience<br><br>Previous use of radio handset | Application form / Interview |
| <b>Other relevant experience</b> | Cleaning of toilets and litter picking                                                                                                                                                   | General DIY skills<br><br>Confident working at heights   |                              |
| <b>Specialist knowledge</b>      | Knowledge of parks and open spaces within Ipswich                                                                                                                                        |                                                          | Application form / Interview |
| <b>Personal skills</b>           | Ability to work under own initiative and prioritise work loads<br><br>Ability to work alone and as part of a team<br><br>Ability to communicate effectively both verbally and written    | Ability to issue Fixed Penalty Notices                   | Application form / Interview |

|                                          |                                                                                                                                                                                                                             |                                 |                  |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------|
|                                          | <p>Ability to deal with confrontational situations in a calm and safe manner</p> <p>Able to deal with general public, police and organisations politely and effectively</p>                                                 |                                 |                  |
| <p><b>Special working conditions</b></p> | <p>Willing to work outside in all weather conditions</p> <p>Willing to wear a uniform</p> <p>Ability to carry out manual tasks such as considerable lifting, bending, climbing and walking</p> <p>Valid Driving Licence</p> | <p>Ability to tow a trailer</p> | <p>Interview</p> |