



# **Assistant Park Manager**

## **Full time, permanent**

## ABOUT ALEXANDRA PARK AND PALACE

Our Vision is to [create a sustainable home for all that we do](#).

Alexandra Park & Palace hosts a variety of indoor and outdoor events and leisure activities all year round. In return for your hard work, we offer:

- Generous annual leave allowance – **28 days, including 4 Christmas closure days**
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units + more

## THE PARK



Alexandra Park acts as a vital green lung for North London; it offers people an escape from busy city life. It's 196 acres are enjoyed by millions of visitors each year. The Park is home to plants, animals and fungi, insects and arachnids! These species play a role in our ecosystem. 38 species in the park are classed as rare or protected by legislation.

The Park is maintained by Alexandra Park and Palace Charitable Trust. We work with volunteers, [Friends of the Park](#) and partners, to ensure the Park provides access and enjoyment for local residents and international tourists alike.

## ROLE DESCRIPTION

The **Assistant Park Manager** will support with the maintenance and management across Alexandra Palace's Park for the enjoyment of visitors and the local community.

The ideal candidate will have experience:

- Working in a green open space
- Supervising contractors & suppliers
- Dealing with enquires from stakeholders
- Planning budgets



A formal qualification in horticulture, ecology or outdoor recreation to HND level or equivalent relevant industry experience is essential.

**Salary:** is **£32,576 - £36,196pa** depending on experience

## HOW TO APPLY

To apply please send your CV and a cover letter to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com) outlining how your experience aligns with the job description and person specification below.

The deadline for applications is **midday** Monday 14 July 2025

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

<b>Job Title</b>	<b>Assistant Park Manager</b>
<b>Department</b>	Park & Sustainability
<b>Responsible To</b>	Head of Park and Environmental Sustainability
<b>Responsible For</b>	No direct line-management responsibilities but supervision of volunteers and contractors is required.
<b>Overall job purpose</b>	To support the Head of Park with the maintenance and management of Alexandra Park for the enjoyment of visitors and the local community
<b>Key internal relationships</b>	Operational Teams (Sales, Events, Catering, Facilities, Marketing & Comms)  Creative Learning Team, Finance Team  Park Maintenance Team (contract)
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Regular Park inspections and surveys to monitor maintenance work, identify and specify repairs and to respond to complaints and enquiries. This includes, but is not limited to: <ul style="list-style-type: none"> <li>• Grounds maintenance work</li> <li>• Play equipment</li> <li>• Lake quality monitoring</li> <li>• Tree surveys</li> <li>• Park quality inspections</li> </ul> </li> <li>2. Provide day to day support across all Park activities and services upholding the smooth running of the department. For example: <ul style="list-style-type: none"> <li>• Review and update risk assessments</li> <li>• Raise purchase orders and process invoices</li> <li>• Organising meetings and taking notes</li> <li>• Oversee licences for exercise professionals and other partners</li> <li>• Manage commemorative bench requests</li> <li>• Update the digital map of the site</li> <li>• Assist with the annual submission for the Green Flag and other award schemes</li> <li>• Represent parks at internal meetings and external meetings with stakeholders or partners</li> </ul> </li> <li>3. Monitor and supervise the performance of small works contractors against key performance indicators (KPIs) and required specifications</li> <li>4. Work collaboratively with operational teams to provide advice and support to facilitate smooth event planning, minimising negative impacts on the Park. Attend meetings and monitor and inspect outdoor spaces post-event to ensure swift event break-down, identify and resolve outstanding issues. Some evening and weekend working will be required</li> </ol>

	<ol style="list-style-type: none"> <li>5. Support the Creative Learning team with delivering outreach events and activities in the Park and working with volunteering organisations and other partners projects to deliver practical conservation work, gardening and other work parties</li> <li>6. Respond to complaints and enquiries from members of the public, Friends groups, contractors and event organisers via email, telephone and face to face, demonstrating clear communication with stakeholders and excellent customer service.</li> <li>7. Develop relationships with tenant and leaseholders, with support from colleagues, to ensure safe and compliant buildings and park and successful tenant relationships.</li> <li>8. Support the Head of Parks and Sustainability with sustainability projects and administering Green Team meetings.</li> </ol>
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<b>Person Specification</b>	<u>Essential</u>	<u>Desirable</u>
	<p><b>Education / Qualifications / Memberships</b></p> <p>Fluent in English language</p> <p>A formal qualification in horticulture, ecology or outdoor recreation to HND level or equivalent relevant industry experience</p> <p><b>Experience</b></p> <p>Experience working in a green open space, Park or landscaping environment</p> <p>The ability to plan within budgets including financial administration i.e. raising invoices and reconciling purchase orders</p> <p>Experience of dealing with enquiries from the public and other stakeholders, resolving associated issues and providing excellent customer service</p> <p>Experience working with and supervising contractors and suppliers</p> <p><b>Skills and Knowledge</b></p> <p>Competent using IT packages including Microsoft Office</p> <p>Knowledge of health and safety policies and procedures</p>	<p>Membership of a relevant professional body e.g. Chartered Institute of Horticulture</p> <p>Experience managing and monitoring contracts and service level agreements</p> <p>Knowledge and experience of park award schemes</p> <p>Experience managing outdoor events and activities</p> <p>Basic qualifications in tree surveying, play safety inspections and similar</p>

	<p>Ability to identify common tree, shrub and plant species</p> <p>Excellent communication, interpersonal relationship building and negotiation skills</p> <p>Good problem-solving skills</p> <p>Excellent time management skills with the ability to work on own initiative</p> <p>Available to work some evening and weekends</p> <p>Knowledge of Health and Safety principles roles and responsibilities</p>	<p>Knowledge of Alexandra Park and Palace's operations and events</p> <p>Awareness of practical management methods for managing public parks and open spaces, horticulture and heritage</p> <p>Basic understanding of highway law</p> <p>Awareness of environment legislation</p> <p>Experience with QGIS mapping</p>
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## **DIMENSIONS**

### Financial responsibilities

Budget administrator and record keeping

### People management responsibilities

No direct reports but responsible for the supervision of third-party contractors and suppliers whilst on site. Also responsible for facilitating partner's activities including AP volunteers, TCV and other corporate groups and Community Payback.

## **GENERAL OBLIGATIONS**

### **i. Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### **ii. Equality and Diversity**

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

### **iii. Safeguarding**

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### **iv. GDPR**

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### **v. Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

## CUSTOMER SERVICE STANDARDS



## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

## The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 2 (of 4) and therefore should be demonstrating behaviours at level 2.

### 1. We are **COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
<b>Level 2</b>	<ul style="list-style-type: none"> <li>Work with other teams to raise and solve issues</li> <li>Hold regular meetings to gain team input</li> <li>Be visibly available to my team</li> <li>Book weekly catch ups with other teams</li> <li>Think and act as one organisation</li> <li>Pro-actively talk to others rather than sending emails</li> </ul>	<ul style="list-style-type: none"> <li>Encourage silos or working in isolation</li> <li>Think our work is more important than that of other teams</li> <li>Make decisions without consulting other teams that may be impacted</li> </ul>

### 2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
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<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Try new ideas and think outside the box</li> <li>• Look for possibilities and opportunities everywhere – taking time to think creatively</li> <li>• Have faith in my ideas and find my voice</li> <li>• Encourage the ideas of others more often</li> <li>• Utilise the experience of the whole team</li> <li>• Strive to improve the customer experience</li> <li>• Encourage others to see mistakes as learning</li> </ul>	<ul style="list-style-type: none"> <li>• Say “I can do better” but then do nothing</li> <li>• Accept something just because it is the way it’s always been done</li> <li>• Shut down ideas without thinking about the pros and cons</li> <li>• Resist change because it is too challenging</li> <li>• Think “I can’t do it”</li> <li>• Say “No” but not explain why</li> </ul>
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### 3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Get to know my team members</li> <li>• Be human – show empathy and care for others</li> <li>• Thank people and make them feel good</li> <li>• Accept all - embrace different points of view</li> <li>• Confront difficult situations with openness, sensitivity, care and empathy</li> <li>• Pro-actively address exclusion and discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Exclude people because I find them difficult or challenging</li> <li>• Ignore or belittle the ideas or thoughts of others</li> <li>• Allow our own view to prevail not taking into account differences of opinion or approach</li> <li>• Tolerate exclusion or discrimination</li> <li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li> </ul>

### 4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Act as a role model for others by demonstrating passion for my job and energy every day</li> <li>• Go the extra mile – setting an example for the team</li> <li>• Make time to celebrate success</li> <li>• Inspire, develop and build my team</li> <li>• Focus on delivering quality for myself and my team</li> <li>• Create a culture of fun so that we can all enjoy what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Act negatively - moaning and criticising</li> <li>• Forget to celebrate</li> <li>• Just do the minimum to get by</li> <li>• Accept negativity or inappropriate behaviours in our teams</li> </ul>

### 5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
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<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Bring solutions not just problems and complaints</li> <li>• Take a “see it and own it” approach</li> <li>• Make smart use of our resources</li> <li>• Actively look outside for new ideas and research</li> <li>• Attend and encourage others to attend training and conferences and bring back new ideas</li> <li>• Understand what generates profit</li> <li>• Free up budgets to spend where most needed</li> <li>• Empower and coach my team to come up with their own solutions</li> <li>• Make use of people’s skills from outside of work as well as at work</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources just because we have them</li> <li>• Say “no” just because of lack of resource</li> <li>• Just go for quick wins because they are easy</li> <li>• Allow wastage in our work areas</li> <li>• Take on too much at once</li> <li>• Create a stressful environment for myself or those around me</li> </ul>
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