



Bishop's Stortford
Town Council
Person Specification
Chief Operations Officer

Essential Criteria

Experience & Knowledge

- Substantial senior operational management experience, ideally within the public sector or a similarly regulated environment
- Proven track record of leading and developing multi-disciplinary operational teams (including frontline and supervisory staff)
- Strong working knowledge of grounds maintenance, horticultural standards, estates management and environmental best practice within public realm settings
- Demonstrable experience of strategic service planning, performance management and continuous improvement
- Sound understanding of health & safety legislation, risk management and statutory compliance responsibilities
- Experience of managing significant revenue budgets, financial planning and delivering value for money
- Experience of procurement, contract management and contractor performance monitoring
- Experience of asset management planning and lifecycle maintenance of buildings and infrastructure

Leadership & Skills

- Ability to lead organisational change and embed high performance standards
- Experience of managing complex staffing matters confidently and professionally, including capability and conduct issues
- Strong strategic thinking skills with the ability to translate vision into operational delivery
- Excellent written and verbal communication skills, including report writing and presentation to Committees or Full Council (or partner meetings e.g. The Stortford Partnership)
- Ability to build constructive working relationships with elected Members, partners, contractors and community stakeholders
- High level of organisational resilience, sound judgement and political awareness

Desirable Criteria

- Degree or professional qualification in Horticulture, Environmental Management, Ecology, Land Management or a related discipline
- Professional experience in horticultural practice, parks/open spaces management or environmental service delivery
- Demonstrable understanding of biodiversity, sustainability and climate resilience initiatives within public spaces
- Experience developing and implementing “green” strategies, environmental action plans or habitat management plans
- Knowledge of cemetery, bereavement or memorial services legislation and practice
- Formal project management qualification (e.g. PRINCE2 or equivalent)
- Experience supporting or advising elected Members within a democratic governance structure
- Experience leading service reviews or operational improvement programmes