



POSITION DESCRIPTION

OPEN SPACE SERVICE DELIVERY LEAD – Fixed term 18 months

DIRECTORATE/TEAM	Community Services	
REPORTS TO	Head of Open Space	
ROLE PURPOSE	The Open Space Service Delivery Lead is responsible for identifying and implementing the service levels for the city for all open space assets through the Napier City Operations team. The output will be a city that is clean, safe and looking great for the community where the service level is appropriate for the users' needs. The Open Space assets include cemeteries, parks, toilets, community halls, fountains, trees, sports parks, formal gardens, trails, playgrounds, street gardens and general grass maintenance. This role will ensure the organisational vision, strategy and community expectations are delivered by the predominantly in-house team through a formal service level agreement at an agreed cost. The Open Space Service Delivery Lead is accountable for working collaboratively with the Operations Strategy & Delivery Manager who is responsible for the City Operational team who are delivering the services. As a senior leader, the role sets clear direction and expectations, builds capability and fosters collaboration across Council and the delivery partners. Through the establishment of regular auditing of the open spaces monthly feedback will be provided to the City Operations team which in time will provide a clear record of achievement. <u>How the Role Contributes to Our Vision:</u> Clean, Safe and Looking Great is how our community experiences our work. This role is accountable for ensuring that experience is well specified to enable it to be delivered by City Operations consistently across all operational services by: • Maintaining city spaces, assets and services so they are well cared for and fit for purpose (Clean) • Ensuring services are delivered safely for the public, for colleagues and for frontline teams (Safe) • Specifying and monitoring high standards of presentation, quality and consistency that build pride in delivery (Looking Great) <u>What Success Looks Like:</u> Success in this role means our city is clean, safe, and looking great. Services are delivered at the agreed cost, and supported by capable people, clear systems and strong leadership. Our parks, sports fields, gardens trees and cemeteries showcase civic pride and are places and spaces that we are proud of. Monthly audits of the City Operations record the success in meeting the agreed service levels and demonstrate best value is being achieved.	
DATE REVIEWED:	July 2026	GRADE: 19

Key Accountabilities

What you will do

Develop service levels for Open Space:

Review current service levels, discuss opportunities to adjust with City Operations to seek best value and invite City Operations to develop a methodology for how they will deliver the service required and at what cost.

Service levels are to be based on the industry wide Recreation Aotearoa service levels adapted for the specific needs of Napier City.

Arrange for Open Space areas to be electronically mapped:

In partnership with City Operations electronically map all Open Space areas to be maintained and apply a service level to each area.

Routinely review these mapped areas adding additional areas acquired through sub-division and adjusting service levels as necessary.

Identify new areas to be maintained:

Ahead of new areas being accepted for maintenance ensure they are mapped, service levels applied and the City Operations team invited to cost.

Ensure that annual operational budgets reflect any change in asset growth/reduction prior to taking on the new assets.

Manage Operational budgets:

Annual operational budgets are to be managed to ensure best value is delivered to the community in keeping with the agreed service levels. Forward budget development for open space operations is to be undertaken annually and the desires of Council where reasonably possible are to be applied which could entail adjustments to service levels to reduce cost or enhance service levels to better meet community desires.

Stakeholder and Relationship Management:

Build strong, trusted relationships with the City Operations leadership team, partners and internal stakeholders. Communicate early, clearly and honestly about performance, risks and opportunities. Represent asset manager perspectives constructively while balancing organisational and customer priorities.

Team membership:

Be an active, supportive leader within the Open Spaces team. Contribute positively to the culture of the Open Spaces team participating in team activities including regular meetings, capital programme planning and assisting other colleagues as necessary.

Cemetery systems and records:

Ensure that the operational systems applied at the cemetery comply with best practice. Gradually digitise any cemetery records which are currently hard copy. Ensure standard operating procedures are updated regularly and cemetery records are maintained.

What you will bring

Required: This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Degree qualification in horticulture, arboriculture or sports turf maintenance and management, or equivalent level of knowledge.
- 9-10 years' experience in horticultural, arboriculture or sports turf maintenance and management.
- Experience in a mid-level leadership role.
- A clear understanding of how services are experienced by the community and the ability to specify service levels, monitor, audit and report on performance.
- Strong understanding of regulations and compliance.
- Excellent self-leadership, communications, and interpersonal skills.
- Strong negotiation skills with proven experience managing contracts and procurement processes to drive commercially advantageous outcomes.
- Strong collaboration skills with the ability to work cross-functionally to enhance end to end service delivery.
- Knowledge of and experience in Council planning processes including Long Term Plan, Annual Plan and other strategic planning projects.
- Ability to cultivate innovation by fostering new and better ways of delivering frontline services, balancing experimentation with operational discipline to streamline operational performance and improve financial accountability.
- Ability to lead calmly through change, risk and uncertainty.
- Ability to manage performance and accountability fairly, building strong relationships with colleagues and service providers.

Desired:

Degree/ or qualification in Parks, Recreation or Amenity Horticulture

- Experience in local government or similar field.
- Experience in public parks operations and management, landscape architecture, tree management and cemetery operations.
- Excellent relationship management skills

Our Values

ICE

INTEGRITY:

- We act in a safe, open, honest and transparent manner.
- In all that we do, we can hold our heads high.

COMMUNITY AND CUSTOMER SERVICE:

- We commit to listening to the needs of our internal customers and community and delivering excellence in service.
- We engage in a friendly, trustworthy and respectful manner, embracing cultural heritage and diversity with an open mind.

EXCELLENCE:

As one team we encourage each other to:

- Set consistent standards, while delivering the highest quality service and celebrating success in this, together.
- Care about the safety, wellbeing and the enhancement of ourselves, community and environment to enable all to flourish and prosper.
- Embrace creativity and flexibility in a safe, collegial environment – where each individual's skills are valued and recognised.

What we all do

- Adhere to Council policies and procedures.
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety at Work Act 2015.
- Take all practicable steps to ensure your own and other's health and safety in the workplace.
- Act as an ambassador for our Council, living the council values.
- Develop and maintain emergency preparedness and planning to ensure resources, people, equipment, and materials are in place and lifelines are identified, prioritised, and integrated into the local and regional structure.
- Participate in and undertake emergency management duties as required (CDEM)
- Support the development and maintenance of recovery work streams.
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position.
- Continue personal and professional development through continuous learning.
- Recruit and recommend staff for hire within organisational guidelines.
- Commitment to upholding Te Tiriti o Waitangi and its relevance to the role.

Additional Information

Delegations

Direct Reports	Nil
Financial delegation	As per the NCC Financial Delegation Policy
Key Relationships – Internal	External
• Operations Strategy & Delivery Manager • Operational teams • Customer Services team members • Executive and Senior leadership teams • Open Space colleagues • People and Capability • Project Delivery project managers • Health and Safety	• Napier residents & ratepayers • Mana whenua • Community groups and local organisations • Contractors & suppliers • Outsourced service providers • Regulators & compliance bodies • Local and Central government agencies • Civil Defence Emergency Management

Role Acceptance

I declare that I have read and understand the above position description in relation to my employment with Napier City Council.	
Signed & dated	