



# Malvern Hills Trust

**Position:** Operations Manager (FT)  
**Responsible to:** Chief Executive Officer  
**Starting Salary:** NJC Scale Point 23-25 (£27,741 - £29,577) -  
(Currently under review)

An exciting opportunity has arisen to lead the estate management team in one of Britain's most iconic landscapes. The successful candidate will oversee a wide range of practical tasks involved in managing the Malvern Hills and Commons.

**Closing date is Monday 17<sup>th</sup> May 2021 (12 noon).** We anticipate first-round interviews will be held by video the following week. To apply, please return your completed application form via email to [Reception@malvern hills.org.uk](mailto:Reception@malvern hills.org.uk) or by post to **CEO, Malvern Hills Trust, Manor House, Grange Road, Malvern WR14 3EY** marked 'Private and confidential'.

## The area

The Malvern Hills and Commons are a nationally important and iconic area of the British countryside. Over 1,000,000 visits are made each year and the view from the top of the Hills has been voted one of the best in Britain. The area has been designated an Area of Outstanding Natural Beauty, a Site of Special Scientific Interest and the Hills contain a number of Scheduled Monuments.

## The organisation

The Malvern Hills Trust is a statutory body established by Act of Parliament in 1884 and is also a registered charity. The Trust manages the majority of the Malvern Hills and Commons – totalling over 1200ha (3000 acres). The Trust's duties and responsibilities are set out under the 1884 Act and four subsequent Acts and include:

- Preserving the natural aspect of the hills
- Protecting and managing trees, shrubs, turf and other vegetation
- Preventing unlawful digging and quarrying
- Keeping the hills open, unenclosed and unbuilt on as open spaces for the recreation and enjoyment of the public
- Conserving and enhancing biodiversity, Sites of Special Scientific Interest and Scheduled Monuments on its land

## The role

As one of the senior management staff, the Operations Manager is responsible for the overall supervision of practical land management across all land managed by the Malvern Hills Trust. This diverse and challenging role primarily involves the day-to-day planning of a wide range of land management tasks and overseeing their delivery by the field staff and contractors. Tasks include maintenance of access networks, buildings and countryside furniture, habitat management, mowing and litter collection together with the upkeep of MHT vehicles, machinery and tools. Accurate record keeping whilst having due regard for the landscape, wildlife and archaeological features is essential. Work needs to conform to environmental good practice and Health and Safety legislation, and there is a need to ensure work complies with the Trust's duties under the Acts of Parliament.

**Please note this role will involve working outdoors on steep and rough terrain.**



## Job Description

<b>Job Title:</b>	Operations Manager
<b>Salary:</b>	NJC Scale Point 23-25 (£27,741 - £29,577) (Under review)
<b>Place of Work:</b>	Based at Wyche Road Depot, Malvern
<b>Hours of Work:</b>	37 hours per week, normally Monday to Friday 8am to 1pm and 1.30pm to 4pm. Some evening meeting and emergency out-of-hours attendance is required.
<b>Responsible to:</b>	CEO
<b>Responsible for:</b>	Estate Supervisor, 6 Field staff, Contractors
<b>Key Relations:</b>	CEO, Conservation Manager, Wardens

### Job purpose:

- Working along with other management staff and the CEO, to ensure the effective implementation of the Land Management Plan and Business Plans, and to deliver the objects of the charity.
- To organise and oversee the day to day work of the Estate Supervisor and Field Staff in undertaking all land management and maintenance works across the Trust's property, as well as supervision of contractors engaged by the Trust.
- To ensure that all operational works and equipment comply with relevant safety standards and regulations, to maintain relevant records of such, and to be responsible for the maintenance of accurate records of works undertaken, vehicles, equipment, machinery and materials.
- Together with other staff, to implement all necessary survey and practical tree management works required on the Trust's estate and to ensure they are carried out appropriately and safely.
- In coordination with the management staff team, to be responsible for the expenditure of land management expenses, in line with allocated budgets and in accordance with all internal financial controls.
- To liaise with the public, other landowners and regulatory bodies in connection with any matters relating to the maintenance of the Trust's property, and to assist other Trust staff in dealing with byelaw breaches, complaints and any other estate related issues.



# Malvern Hills Trust

## Duties:

### General duties

- To plan and execute estate maintenance and conservation works on the Trust's property, in coordination with the CEO, Conservation Manager and Finance Manager and in line with the Trust's Land Management Plan and Business Plan.
- To organise and supervise the day to day work of the Field Staff to implement all management works. Day to day management and maintenance work to include (amongst others)
  - Grass cutting (including amenity mowing, hay cutting and cut-and-collect areas)
  - Scrub clearance
  - Woodland management
  - Pond and wetland management
  - Maintenance of access paths (including installation of new paths)
  - Maintenance and installation of access furniture
  - Laying and maintaining hard surface areas including the car parks and easy access trails
  - Clearance and maintenance of water courses, culverts and other drainage infrastructure that is Trust responsibility
  - Litter collection and clearance of fly tipped or other rubbish from Trust land
  - Tree safety
  - Fencing, hedging and related works
  - Other practical estate works as required
- To be responsible for the overall management and maintenance of equipment and vehicles used by the Field Staff.

### Contractors

- To liaise with and supervise any contractors undertaking works on behalf of the Trust on its property; to ensure they have relevant insurance; appropriate risk assessment and method statement and have safe systems of work.
- Where acting as the lead member of Trust staff, to ensure all contractors engaged on Trust work are overseen and supervised.

### Health and Safety

- To be responsible for health and safety for the Field Staff and all contractors work under the Operation Manager's direct supervision on site.
- To ensure appropriate site and activity risk assessments are in place and up to date, and that safe working practices are properly adhered to by Field Staff and contractors working under the Operation Manager's supervision.
- To ensure that regular inspections are undertaken of all quarry fencing, signage and public safety measures in place across the estate and to accurately record their checks and maintenance.



# Malvern Hills Trust

- To ensure COSHH regulations are complied with.
- Ensure that all accidents are entered accurately in the accident book, to record near-misses, and to notify the CEO or other relevant staff of any notifiable accidents or other incidents.
- Together with the CEO, to ensure that all Field Staff are appropriately trained in the safe operation and use of equipment and chemicals.
- Together with the CEO, to ensure that Field Staff receive appropriate First Aid training and undertake same themselves.

## Staff Management

- To keep any timesheets, holiday and sickness records of Field Staff, up to date.
- To assist with and take part in the recruitment of any Field Staff as required.
- Together with the CEO, to ensure all Field Staff are provided with and undergo training appropriate for the work required of them.

## Financial

- In coordination with other senior staff, to assist in the preparation of the annual budgets for land management and maintenance.
- In line with agreed budgets to place orders up to a maximum of £500 for the purchase of materials and equipment for day-to-day use. Items in excess of this level to be referred to the CEO or Finance Manager for approval.
- To make recommendations to the CEO and Finance Manager as to the selection and acquisition of machinery, equipment and tools for the Trust.

## Building Maintenance

- To ensure annual inspections of all Trust properties and buildings and structures are undertaken.
- To plan and arrange for the Field Staff to carry out minor building repair and maintenance works under your supervision.
- Where appropriate and in liaison with other senior staff, to act as lead staff member in supervision of larger building repair or construction projects.



# Malvern Hills Trust

## Trees

- In coordination with the Conservation Staff and external tree professionals, to ensure safety and condition surveys are undertaken on all trees on Trust property in accordance with the Tree Safety Policy.
- In coordination with other Trust Staff, to consider tree safety surveys and reports and identify those works which can be undertaken by Field Staff to assist in the compilation of tender documents for any tree works required and to evaluate contractors for such works.
- To coordinate with other Trust staff to oversee contractors engaged in any tree works undertaken on Trust property.

## Record Keeping

- To maintain an accurate annual Operations Log, recording all works undertaken, including date, time and location.
- To maintain a proper inventory of all machinery and equipment, to be updated annually.
- To be responsible for proper maintenance of all equipment and vehicles, and to keep written records of inspections and servicing in line with any service schedules.
- To ensure all equipment and machinery is fit for purpose and compliant with all relevant legislation and HSE regulations (e.g., Provision and Use of Work Equipment Regulations, Control of Noise and Control of Vibration Regulations).
- To ensure that all access furniture is maintained to appropriate standards.

## Other duties

- Where required, to act as first point of contact with members of the public and others and deal with estate and land management matters that arise.
- To promptly report any complaints or incidents to the CEO and where appropriate to assist in responding to or dealing with them.
- To liaise with and maintain good relationships with local and regulatory organisations.
- To undergo training and personal development to improve knowledge and skills relevant to the role of Operations Manager.
- To assist the CEO, Wardens and other staff in dealing with enforcement action in relation to the byelaws (including clearance of unlawful camps and structures, removal of abandoned vehicles, fly tipped materials and securing of sites against misuse).



# Malvern Hills Trust

- To report to and attend meetings of the Board of Trustees and its Land Management Committee, as required.
- To ensure all work carried out complies with relevant legislation including the Wildlife and Countryside Act 1981, taking account of nesting birds and protected species present.
- To assist with the development and review of the Trust's Land Management Plan and other work plans including for mowing and bracken control.
- To undertake any other work for the proper maintenance of the Trust property.

**A full job description will be issued to the successful applicant.**

The Malvern Hills Trust reserve the right to alter the contents of this job description after consultation with the post holder to reflect changes to the job or service provided without altering the general character or level of responsibility.

**Duncan Bridges, Chief Executive Officer**

**14/04/2021**



## Person Specification Skills and Experience

### Essential

Skill Required	Certification / qualification/ experience
Driving on road	Full current driving licence including entitlement to drive tractors
Tractor driving	Experience of tractor driving
Trailer use	Experience of driving with trailers Possession of BE or other Category entitlement to drive a trailer between 750kg and 3500kg
Use of tractor driven PTO machinery and equipment	Experience of using machinery such as winches, mowers, chippers etc
Machinery maintenance	Experience of maintaining both tractor mounted implements and other machinery as above
Use and maintenance of chainsaws and basic felling techniques	Experience of using / maintaining chainsaws and basic felling techniques
Possession of current chainsaw qualification	Current certification, eg; LANTRA CS30/31 or NPTC 201/202
Basic practical hand and power tool skills	Experience of using and maintaining a range of hand and power tools
Tree surveying	Experience of undertaking tree safety surveys and hold at least one relevant qualification in basic tree inspection
Health and Safety	Working knowledge and experience of H & S legislation in the workplace. Experience of undertaking risk assessments and method statements for practical site works
IT skills	Experience of using Microsoft Office applications and computerised record systems
Pesticide application	Experience and understanding of using pesticides in conservation management and on designated sites
Access paths and furniture	Experience in construction and maintenance of access infrastructure and furniture
Contractors	Experience of dealing with/instructing contractors
First Aid	Certificate in Emergency First Aid preferably First Aid at Work
Team working and leadership	Experience of working as part of a team delivering practical land management Experience of successfully leading a team of staff
Countryside knowledge	A broad knowledge of the English countryside, rural issues and environmental legislation



# Malvern Hills Trust

## Desirable

<b>Skill Required</b>	<b>Certification / qualification/ experience</b>
Off road driving skills	Experience and/or training in driving off-road, particularly on steep slopes
Pesticide application	Experience of using/maintaining handheld pesticide applicators.  Current certification, e.g. NPTC PA1/PA6A Knapsack sprayer certification
Use and maintenance of brush-cutters and clearing saws	Experience of using/maintaining strimmers, brush-cutters, and clearing saws  Current certification, e.g. NPTC ABC02 Brush-cutter use
Building maintenance and groundworks	Experience of undertaking and supervising building maintenance works and groundworks (inc. drainage and water supply)
Project management	Experience of managing practical estate projects, including building maintenance and construction projects
Health and Safety	Experience of maintaining records relating to safety of work equipment and materials (i.e., COSHH register, PUWER, Noise and Vibration regulations)
Tender documentation	Experience in writing and/or assessing tender documentation and contract procurement and management
Protected and designated sites	Experience of undertaking practical environmental works on designated sites
Public liaison	Experience of dealing with the public on a public access site, and liaising with neighbouring landowners
Working to an agreed plan	Experience of delivering practical works from an over-arching site plan or similar