

Job Description and Person Specification

Estate Officer

Job Details	
Grade	4
Service	Parks and Open Spaces
Location	Coombe Abbey Park
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Senior Estate Officer support the provision of high quality, safe and accessible parks and open spaces that contribute to the health, wellbeing, and quality of life of local people.</p>

Main Duties & Key Accountabilities
1. Provide direct service and guidance to members of the public to encourage maximum benefit from the facilities available at the city's parks.
2. Carry out maintenance, clearance and repairs to premises and the park environment to ensure a high standard of presentation and safety, referring substantial repair and maintenance needs to the Senior Estate Officer or Duty Manager
3. Undertake project work in relation to the Management Plan including the estimation and resourcing of materials to ensure appropriate and economic use.
4. Seek to maintain good relations with the public, local landowners and other groups, dealing with routine complaints and enquiries, referring matters to the Senior Estate Officer or Duty Manager, as appropriate.
5. Working as a member of the Parks and Open Spaces team in ensuring that appropriate arrangements are made for the protection of the natural environment and heritage landscape of parks, ensuring a balanced approach between the conservation of the natural environment, heritage landscape and the development of public facilities and public access.
6. Assist in the maintenance and development of natural resources, including the monitoring and protection of both the natural and heritage landscape
7. Patrol the parks, ensuring that visitors are able to enjoy the facilities fully and that City Council / park policies are effectively deployed
8. Carry out inspections and minor repairs to play equipment and other infrastructure in compliance with national standards and manufacturers guidelines, to ensure the continued safety to the public and users of the facilities. Ensure all inspections are recorded using the appropriate system and report any major defaults.
9. Provide support for the development and delivery of special events
10. Report to the Senior Estate Officer or Duty Manager on progress and quality of work carried out at the parks by contractors
11. Assist in the effective operation of fee-paying facilities, following approved operational and financial procedures.
12. Ensure that all personal responsibilities under the City Council and departmental Health and Safety Policy are carried out in providing safe conditions.
13. In the absence of the Senior Estate Officer or Duty Manager to supervise temporary employees engaged in work throughout the park.
14. To work weekends and Bank Holidays (where required) as part of a rota.
15. Assist in the organisation and development of voluntary groups, supervising and scheduling work for those involved with work within the parks.
16. Keep abreast of developments in relevant areas, ensuring visitors are kept up to date with current developments and management initiatives

17.Keeps abreast of trends and developments in the field of Countryside/Heritage/Fishery management
18.Assist in the training of staff as appropriate
19.Any other duties and responsibilities within the range of the salary grade

Key Relationships			
External:	Park Visitors Coombe Abbey Hotel	Internal:	Coombe Abbey Park – Park Estate Team Property services Outdoor education service

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
NA

Person Specification	
Requirements	
Knowledge	Knowledge of parks, countryside and fisheries management techniques.
Knowledge	Knowledge of relevant health and safety issues.

Knowledge	Knowledge, understanding and commitment to equal opportunities and customer care in the workplace and in service delivery.
Knowledge	Knowledge and understanding of the use of a range of machinery and equipment required to undertake estate management and/or horticultural tasks.
Skills And Ability	Numeracy skills, e.g. cash handling
Skills And Ability	Written communication skills
Skills And Ability	Verbal communication skills – communicating with the public, outside organisations and other employees, face to face and over the telephone.
Skills And Ability	Able to plan and lead activity sessions.
Skills And Ability	Able to respond to customers differing needs in a positive and constructive manner.
Skills And Ability	Able to work as part of a team and also to work on own initiative and be self-motivated.
Skills And Ability	Able to analyse problems, problem solve and make effective decisions.
Skills And Ability	Able to motivate others.
Experience	Experience of countryside management and delivering horticultural projects to a high standard
Experience	Using a broad range of machinery and equipment.
Qualification	National Diploma in a relevant subject or equivalent experience
Special Requirements	Possess a full, clean driving licence.
Special Requirements	Working weekends and Bank Holidays as part of a rota.

Declaration			
Reviewed/Created By:	M Thackwray		
Job Title:	Senior Estate Officer	Date:	28/08/25