

Job Description and Person Specification

Role: Estate Officer



Job Description

Job Title	Estate Officer
Grade	4
Service	Parks and Open Spaces
Reports to	Estate Officer
Location	Coombe Abbey, War Memorial Park and associated sites and City Wide
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

Under the general direction of the Senior Estates Officer

1. 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.

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	Internal

Standard information

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

<p>Staff managed by postholder:</p>
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Person specification

Job Evaluation Code	
Knowledge	
Knowledge of parks, countryside and fisheries management techniques.	
Knowledge of relevant health and safety issues.	
Knowledge, understanding and commitment to equal opportunities and customer care in the workplace and in service delivery.	
Knowledge and understanding of the use of a range of machinery and equipment required to undertake estate management and/or horticultural tasks.	
Skills and Abilities	
Numeracy skills, e.g. cash handling.	
Written communication skills	
Verbal communication skills – communicating with the general public, outside organisations and other employees, face to face and over the telephone.	
Able to plan and lead activity sessions	
Able to respond to customers differing needs in a positive and constructive manner.	
Able to work as part of a team and also to work on own initiative and be self-motivated.	
Able to analyse problems, problem solve and make effective decisions.	
Able to motivate others.	
Experience	
Experience of countryside management and delivering horticultural projects to a high standard.	
Using a broad range of machinery and equipment.	
Qualifications	
National Diploma in a relevant subject or equivalent experience.	

Special Requirements
Possess a full, clean driving licence
Working weekends and Bank Holidays as part of a rota.

Date Created	April 2022	Date Reviewed	December 2023
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