

Job Description and Person Specification

Role: Senior Estate Officer



Job Description

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| Job Title | Senior Estate Officer |
| Grade | 6 |
| Service | Parks and Open Spaces |
| Reports to | Assistant Parks and Open Spaces Manager |
| 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 Assistant Parks and Open Spaces Manager

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. Staff management, undertaking regular staff reviews, ensuring training needs are identified and responding effectively to issues of performance. Co-ordinate work requirements and implement rota systems as required by service.
2. Provide direct service and guidance to members of the public to encourage maximum benefit from the facilities available at the city's parks.
3. 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 Assistant Parks and Open Spaces Manager or Duty Manager.
4. Undertake project work in relation to the Management Plan including the estimation and resourcing of materials to ensure appropriate and economic use.
5. Seek to maintain good relations with the public, local landowners and other groups, dealing with routine complaints and enquiries, referring matters to the Assistant Parks and Open Spaces Manager, as appropriate.
6. Assist in the maintenance and development of natural resources on the sites, including monitoring and wildlife protection.
7. Patrol the parks, ensuring that visitors are able to enjoy the facilities fully and that City Council / Park policies are effectively deployed.
8. Support the activities of the Commercial and Visitor Experience Team and in the delivery of events and activities.
9. Assist in the monitoring and reporting of progress and quality of work carried out at by contractors.

10. Ensure that all personal responsibilities under the City Council and Departmental Health and Safety Policy are carried out in providing safe conditions.
11. Provide duty management weekend and bank holiday cover as part of a rota.
12. Assist in the organisation and development of voluntary groups, supervising and scheduling work for those involved.
13. Keep abreast of developments and best practice in the parks, and other relevant areas, ensuring visitors are kept up-to-date with current developments and management initiatives.
14. Assist in the training of staff as appropriate.
15. Any other duties and responsibilities within the range of the salary grade.

Key relationships

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| External Voluntary / Community Groups | Internal Commercial and Visitor Experience Team Greenspace Officer |
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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:

Staff managed by postholder:

Estate Officers

Estate Assistants

Visitor Experience Assistants (Coombe Abbey)

Apprentices

Supported Employees

Person specification

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| 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. | |
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| Skills and Abilities | |
| Numeracy skills, e.g. cash handling. | |
| Written communication skills, e.g. reports, surveys, publicity material. | |
| 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 implement countryside management projects to a high standard. | |
| Ability to work as part of a team and also to work on own initiative and be self-motivated | |
| Ability to analyse problems and make effective decisions | |
| Ability to manage and motivate staff and volunteers | |
| Staff management skills – the ability to lead and motivate staff | |
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| Experience | |
| Experience of working in a parks / countryside management field | |
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| Qualifications |
| National Diploma in a relevant subject or equivalent relevant experience. |
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| Special Requirements |
| Able to drive and possess a current driving licence. Duty management weekend and bank holiday cover as part of a rota |

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| Date Created | April 2019 | Date Reviewed | November 2023 |
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