

## Job Description and Person Specification

### Estate Assistant

Job Details	
Grade	3
Service	Parks & Openspaces
Location	War Memorial 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><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To support the maintenance of the city's parks by undertaking various grounds maintenance, cleansing and retail activities. To ensure a good visitor experience and to assist with improving standards and the continuous development of the sites.</p>

<b>Main Duties &amp; Key Accountabilities</b>
Seeks to actively promote park facilities, through face-to-face interaction. Encouraging positive involvement with the sites including providing information on things to do see and how to get involved in activities and events.
Provide a service to the public within the retail and information centres including the maintenance of the car park and assist in stock takes and other similar duties.
Listen to customer concerns and handle any complaints in a sympathetic manor, recording feedback using the appropriate mean, e.g. comments cards, incident forma or ccc forms
Seek to maintain good relations with the public, local landowners and other groups. Deal with routine complaints and enquiries, referring matters to the Senior Estate Officer or Duty Manager as appropriate.
Provide support for special events.
Patrol the park ensuring that visitors are able to fully enjoy its facilities.
Ensures that site information is current up to date and accurate, through the effective implementation of site quality checks.
Carry out routine maintenance, including clearing litter, cleaning, basic horticultural tasks such as ride on and pedestrian grass cutting, strimming hedge cutting and the chemical control of weeds where necessary within approved procedures.
To undertake basic decoration and repairs to premises to ensure a good standard of presentation and safety, referring substantial repairs and maintenance needs to the Senior Estate Officer.
Inspect play equipment for repairs and report defects as necessary withdrawing any damaged items.
Ensure that all personal responsibilities under the City Council and Departmental Health and Safety Policy are carried out in providing safe conditions for the public and for employees.
Assist in the guidance of volunteers.
Keep abreast of developments in the parks, ensuring visitors are kept up-to-date with current developments and management initiatives.
Assist in updating the list of plant, tools and equipment.
Assist with maintenance of records, surveys and basic reports.
Handle cash, and complete appropriate documentation in accordance with the City Council's financial procedures.
Collect, transport, and deliver material, personnel and equipment, as required.

Any other duties and responsibilities within the range of the salary grade.

### Key Relationships

External:	Service users Friend Of Groups	Internal:	Commercial and Visitor Experience Team  Greenspace Officers
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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.

#### Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

### Responsible for

N/A

### Person Specification

#### Requirements

Knowledge	Knowledge of customer services and issues relating to visitor services
Knowledge	Knowledge of basic maintenance and horticultural operations
Knowledge	Knowledge of Health and Safety in the Workplace

Knowledge	Display an awareness of the duties involved in the maintenance of parks and open spaces
Skills And Ability	Effective numeracy skills, e.g., cash handling, using a cash till and reconciliation of receipts
Skills And Ability	Basic written communication skills, e.g., reports, surveys, publicity material
Skills And Ability	Verbal communication skills - communicating with the general public, outside organisations and other employees, face to face and over the telephone
Skills And Ability	Able to deal with members of the public in a confident and positive manner in a variety of situations, e.g., giving information, answering queries, dealing with complaints.
Skills And Ability	Able to accurately operate booking systems
Skills And Ability	Able to carry out routine cleaning work
Skills And Ability	Able to carry out basic maintenance tasks, using tools and resources provided
Skills And Ability	Able to put into practice the City Council's Health and Safety Policy
Skills And Ability	Able to lift and carry materials and resources
Experience	Working in a front-line customer environment
Experience	Experience of safe use of a variety of hand tools, e.g. Pedestrian mower, strimmer, hedge cutter, bill hook, bowsaw, etc
Qualification	N/A
Special Requirements	Current, clean driving licence

Declaration			
Reviewed/Created By:	Tim Wetherall		
Job Title:	Parks and Open spaces Manager	Date:	April 25