

# Job Description and Person Specification

Role: Estate Assistant



## Job Description

<b>Job Title</b>	Estate Assistant
<b>Grade</b>	3
<b>Service</b>	Streetpride & Greenspace
<b>Reports to</b>	Senior Estate Officer
<b>Location</b>	Coombe Abbey Park
<b>Job Evaluation Code</b>	



## 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

To support the maintenance of Coombe Country Park by undertaking various Grounds Maintenance, Cleansing and retail activities on site. To ensure a good visitor experience and to assist with improving standards and the continuous development of the site.

## Main Duties & Key Accountabilities

1. Seeks to actively promote Coombes's facilities, through face-to-face interaction. Encouraging positive involvement with the site including providing information on things to do see and how to get involved in activities and events.
2. Provide a service to the public within the retail and information centre including the maintenance of the car park and assist in stock takes and other similar duties.
3. Listen to customer concerns and handle any complaints in a sympathetic manner, recording feedback using the appropriate means e.g., comments cards, incident form or ccc forms.
4. Seek to maintain good relations with the public, local landowners, and other groups. Deal with routine complaints and enquiries, referring matters to the Coombe Abbey Park Manager or Duty Manager as appropriate.
5. Provide support for special events.
6. Patrol the park ensuring that visitors can fully enjoy its facilities.
7. Ensures that site information is current up to date and accurate, through the effective implementation of site quality checks.
8. 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.
9. 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 Coombe Abbey Park Manager or Duty Manager as appropriate.
10. Inspect play equipment for repairs and report defects as necessary withdrawing any damaged items.
11. 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.

12. Assist in the guidance of volunteers.
13. Keep abreast of developments in the Country Park, Visitor Centre and other relevant areas, ensuring visitors are kept up-to-date with current developments and management initiatives.
14. Assist in updating the list of plant, tools and equipment.
15. Assist with maintenance of records, surveys and basic reports.
16. Handle cash, cash-up and complete appropriate documentation in accordance with the City Council's financial procedures.
17. Collect, transport and deliver material, personnel and equipment, as required.
18. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Park Visitors Coombe Abbey Hotel	Coombe Abbey Park estate team Property services Outdoor education service

## 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: N/A

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Knowledge of customer services and issues relating to visitor services.</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of basic maintenance and horticultural operations.</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of the Road Safety Act</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety in the Workplace.</li> </ul>	
<ul style="list-style-type: none"> <li>• Display an awareness of the duties involved in the operation of a retail outlet and information point.</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Effective numeracy skills, eg. cash handling, using a cash till and reconciliation of receipts.</li> </ul>	
<ul style="list-style-type: none"> <li>• Basic written communication skills, eg. reports, surveys, publicity material.</li> </ul>	
<ul style="list-style-type: none"> <li>• Verbal communication skills - communicating with the general public, outside organisations and other employees, face to face and over the telephone.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to deal with members of the public in a confident and positive manner in a variety of situations, eg. giving information, answering queries, dealing with complaints.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to accurately operate the Park's booking system.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able and willing to carry out routine cleaning work of Coombe's facilities.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to carry out basic maintenance tasks, using tools and resources provided.</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to lift and carry materials and resources.</li> </ul>	

<ul style="list-style-type: none"> <li>• Able to put into practice the City Council's Health and Safety Policy.</li> </ul>
<ul style="list-style-type: none"> <li>• Able to develop a good working knowledge of the facilities at Coombe Country Park.</li> </ul>
<ul style="list-style-type: none"> <li>• Able to drive and possession of a clean current driving licence.</li> </ul>
<ul style="list-style-type: none"> <li>• Able to attend for work at Coombe Country Park at the times required.</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Working in a front-line customer environment.</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of safe use of a variety of tools, e.g. pedestrian mower, strimmer, hedge cutter, bill hook, bowsaw, etc.</li> </ul>
<b>Qualifications</b>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</li> </ul>
<ul style="list-style-type: none"> <li>• Willing to work outside for long periods.</li> </ul>
<ul style="list-style-type: none"> <li>• Willing and able to work on bank holidays, weekends and for special events.</li> </ul>

<b>Date Created</b>	24/02/2023	<b>Date Reviewed</b>	November 2023
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