

Job Description and Person Specification

Role: Parks Assistant



Job Description

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| Job Title | Parks Assistant |
| Grade | 2 |
| Service | Streetscene & Greenspace |
| Reports to | Senior Parks Assistants |
| Location | Coventry Parks |
| 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

To support the Senior Park Assistants and Park Manager. Provide a reception and maintenance service for a variety of locations in city parks and associated facilities, which ensures adequate security and a high level of service to the public.

Main Duties & Key Accountabilities

Core Knowledge

1. Assist in the promotion of parks facilities, through face-to-face interaction. Encouraging positive involvement with the sites including providing information on things to do and see and how to get involved in activities and events, also during the school summer holidays the Splash N Play Water Feature will be in operational, and the main duties will include, checking the water feature for environmental hazards, cleanliness of the water feature area, monitoring, and sampling of Water quality & Session safety, Training will be provided.
2. Clean and maintain the facilities to ensure a high standard of support for the delivery of services including public toilets.
3. Carry out daily inspections and monitoring of Parks facilities to ensure they are of a safe, useable standard.
4. Carry out day to day operation, maintenance and monitoring of the park's aviary and report any concerns to Senior Parks Assistants, Park Supervisor or Manager.
5. Undertake periodic checks of sports facility users to ensure usage fees have been paid.
6. Provide an efficient reception service for the facilities in accordance with the City Council's policies and procedures. Including receiving, recording, and managing bookings for the Visitor Centre Education Room.
7. Listen to customer concerns and handle any complaints in a sympathetic manor, recording feedback using the appropriate means. Deal with routine complaints and enquiries, referring matters to Senior Parks Assistants, Supervisor or Manager as appropriate.
8. Always Maintain the safety and satisfaction of visitors to the facilities. Contribute to the monitoring and effective evaluation of the service including customer surveys and administration duties

9. Provide support for special events.
10. Collect, transport, and deliver material, equipment as required.
11. Administer first-aid and call emergency services as necessary.
12. Ensure that cash is dealt with according to established financial procedures, completing any appropriate paperwork.
13. Carry out routine maintenance and patrols including clearing litter, cleaning, decoration, and repairs to parks to ensure good standard of presentation and safety, referring substantial repairs and maintenance needs to the Senior Park Assistants
14. Litter picking.
15. Park patrols.
16. Any other duties and responsibilities within the range of the salary grade.

Key relationships

| External | Internal |
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| Working in a front-line customer environment dealing with a range of people face to face. | Senior Parks Assistants, Park Supervisor, Park Manager |

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.

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To co-operate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to interfere with intentionally or recklessly or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

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: NA

Person specification

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| <ul style="list-style-type: none"> • Knowledge of customer services and issues relating to visitor services. | |
| <ul style="list-style-type: none"> • Knowledge of Health and Safety within a public environment. | |
| <ul style="list-style-type: none"> • Knowledge of basic maintenance. | |
| <ul style="list-style-type: none"> • Knowledge, understanding and commitment to equal opportunities in the workplace and in service delivery. | |
| Display an awareness of the duties involved in the operation of a retail outlet and information point | |
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| Skills and Abilities | |
| <ul style="list-style-type: none"> • Effective numeracy skills, eg. cash handling, using a cash till and reconciliation of receipts. | |
| <ul style="list-style-type: none"> • Basic written communication skills, eg. reports, surveys, publicity material. | |
| <ul style="list-style-type: none"> • Verbal communication skills - communicating with the general public, outside organisations and other employees, face to face and over the telephone. | |
| <ul style="list-style-type: none"> • 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. | |
| <ul style="list-style-type: none"> • Able to accurately operate the Park's booking system and receive and record information. | |
| <ul style="list-style-type: none"> • Able and willing to carry out routine cleaning work of parks facilities & Car Park pay machines | |
| Able to carry out basic maintenance tasks, using tools and resources provided | |
| <ul style="list-style-type: none"> • Able to put into practice the City Council's Health and Safety Policy. | |
| <ul style="list-style-type: none"> • Able to develop a good working knowledge of the facilities at parks. | |

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| <ul style="list-style-type: none"> • Able to lift and carry materials and resources. |
| <ul style="list-style-type: none"> • Ability to receive and carry out instructions. |
| <ul style="list-style-type: none"> • Ability to work on own initiative with limited supervision. |
| <ul style="list-style-type: none"> • Ability to clean facilities and public toilets to a high standard. Ability to work flexible hours and to be punctual. |
| <ul style="list-style-type: none"> • Standard UK driving licence desirable, but not essential |
| Experience |
| Working in a front-line customer environment dealing with a range of people face to face. |
| Working within an Outdoor Sports/play environment. |
| Cash handling / Till operation. |
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| Qualifications |
| A good standard of education. |
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| Special Requirements |
| <ul style="list-style-type: none"> • 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). |

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| Date Created | 21/02/2023 | Date Reviewed | |
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