

# Job Description and Person Specification

## Parks and Open Spaces Apprentice

Job Details	
Grade	Entry to employment
Service	Parks and Open Spaces
Location	Coombe Abbey Park and 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>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.</p>

Main Duties & Key Accountabilities
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.
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.
Seek to maintain good relations with the public, local landowners, and other groups. Deal with routine complaints and enquiries, referring matters to the Park Manager or Duty Manager as appropriate.
Assist with providing support for special events.
Support in patrolling the park ensuring that visitors can fully enjoy its facilities.
Support in ensuring that site information is current up to date and accurate, through the effective implementation of site quality checks.
Assist with 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.
Assist with decoration and repairs to premises to ensure a good standard of presentation and safety, referring substantial repairs and maintenance needs to the Park Manager or Duty Manager as appropriate.
Assist in the maintenance and development of natural resources, including the monitoring and protection of both the natural and heritage landscape.
Assist with play equipment inspection and repairs, 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 Country Park, Visitor Centre and other relevant areas, 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.
Any other duties and responsibilities within the range of the salary grade

Key Relationships			
External:	Park Visitors Coombe Abbey Hotel	Internal:	Coombe Abbey Park estate team. Property services. Outdoor education service.

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge of customer services and issues relating to parks services
Knowledge	Knowledge of basic maintenance and horticultural operations
Knowledge	Knowledge of the Road Safety Act
Knowledge	Knowledge of Health and Safety in the Workplace
Knowledge	Display an awareness of the duties involved day to day park maintenance
Skills And Ability	Effective numeracy skills

Skills And Ability	Basic written communication skills, eg. reports, surveys, publicity material
Skills And Ability	Verbal communication skills - communicating with the 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, eg. giving information, answering queries, dealing with complaints
Skills And Ability	Able to accurately input data into computer systems
Skills And Ability	Able and willing to carry out routine cleaning work of Coombe's facilities
Skills And Ability	Able to carry out basic maintenance tasks, using tools and resources provided
Skills And Ability	Able to lift and carry materials and resources
Skills And Ability	Able to put into practice the City Council's Health and Safety Policy
Skills And Ability	Able to develop a good working knowledge of the facilities within the park
Skills And Ability	Able to attend for work at Coombe Country Park at the times required
Experience	N/A
Experience	N/A
Qualification	N/A
Special Requirements	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).
Special Requirements	Willing to work outside for long periods
Special Requirements	Willing and able to work on bank holidays, weekends and for special events

Declaration			
Reviewed/Created By:	M.Thackwray		
Job Title:	Senior Estate Officer	Date:	22/05/2025