

# Job Description and Person Specification

Role: Estate Assistant



## Job Description

<b>Job Title</b>	Estate Assistant
<b>Grade</b>	3
<b>Service</b>	Parks and Open Spaces
<b>Reports to</b>	Senior Estate Officer
<b>Location</b>	Coombe Abbey, War Memorial Park and associated sites and City Wide
<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

### Purpose of the role

1. 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.

## Main Duties & Key Accountabilities

1. 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.
2. 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.
3. 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
4. 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.
5. Provide support for special events.
6. Patrol the park ensuring that visitors are able to 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 Senior Estate Officer.

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 parks, 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, 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.
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## Key relationships

<b>External</b> Service users Friend Of Groups	<b>Internal</b> 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.

### 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:

<b>Staff managed by postholder:</b> N/A
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## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Knowledge of customer services and issues relating to visitor services	
Knowledge of basic maintenance and horticultural operations	
Knowledge of Health and Safety in the Workplace	
Display an awareness of the duties involved in the maintenance of parks and open spaces	
<b>Skills and Abilities</b>	
Effective numeracy skills, e.g., cash handling, using a cash till and reconciliation of receipts	
Basic 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 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.	
Able to accurately operate booking systems	
Able to carry out routine cleaning work	
Able to carry out basic maintenance tasks, using tools and resources provided	
Able to put into practice the City Council's Health and Safety Policy	
Able to lift and carry materials and resources	
<b>Experience</b>	
Working in a front-line customer environment	
Experience of safe use of a variety of hand tools, e.g. Pedestrian mower, strimmer, hedge cutter, bill hook, bowsaw, etc	

<b>Qualifications</b>
N/A
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• Current, clean driving licence</li> <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> <li>•</li> </ul>

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