



Coventry City Council

## Job Description

**Vacancy Reference No:**

**Job Title:** Estate Assistant

**Job Number:**

**Service:** Streetpride & Greenspace

**Post Number:**

**Location:** Coombe Abbey Park

**Grade:** 3

**Job Purpose:**

To support the maintenance of Coombe Abbey 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 and Responsibilities:**

1. Seeks to actively promote Coombes 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 parks 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 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 Supervisor 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 Coombe Country Abbey Supervisor.
  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.
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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 cooperate 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 intentionally or recklessly interfere with 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.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- 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

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** Not applicable

**Responsible to:** Coombe Abbey Park Supervisor

**Date Reviewed:** 09/11/2020

**Updated:** 09/11/2020



Coventry City Council

## Person Specification

<b>Job Title:</b>	Estate Assistant	<b>Job Number:</b>	
<b>Service:</b>	Streetpride & Greenspace	<b>Post Number:</b>	
<b>Location:</b>	Coombe Country Park	<b>Grade:</b>	3

	Job Requirements
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of customer services and issues relating to visitor services.</li><li>• Knowledge of basic maintenance and horticultural operations.</li><li>• Knowledge of Health and Safety in the Workplace.</li><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, e.g. cash handling, using a cash till and reconciliation of receipts.</li><li>• Basic written communication skills, e.g. reports, surveys, publicity material.</li><li>• Verbal communication skills - communicating with the general public, outside organisations and other employees, face to face and over the telephone.</li><li>• 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.</li><li>• Able to accurately operate the Park's booking system.</li><li>• Able and willing to carry out routine cleaning work of Coombe's facilities.</li><li>• Able to carry out basic maintenance tasks, using tools and resources provided.</li><li>• Able to put into practice the City Council's Health and Safety Policy.</li><li>• Able to develop a good working knowledge of the facilities at Coombe Abbey Park.</li><li>• Able to drive and possession of a clean current driving licence.</li><li>• Able to lift and carry materials and resources.</li><li>• Able to attend for work at Coombe Abbey Park at the times required.</li></ul>
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<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Working in a front line customer environment.</li> <li>• Experience of safe use of a variety of tools, e.g. Pedestrian mower, strimmer, hedge cutter, bill hook, bowsaw, etc.</li> </ul>
<b>Educational:</b>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> <li>• Willing to work outside for long periods.</li> <li>• Willing and able to work on bank holidays, weekends and for special events.</li> </ul>

**Date Reviewed:** 09/11/2020

**Updated:** 09/11/2020