



Coventry City Council

Job Description

Job Title:	Parks Assistant (Seasonal)	Job Number:
Service:	Streetscene & Greenspace	Post Number:
Location:	Coventry Parks	Grade: 2

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.

Job Purpose:

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 and Responsibilities:

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.
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 parks 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 manner, recording feedback using the appropriate means. Deal with routine complaints and enquiries, referring matters to Senior Parks Assistants, Supervisor or Manager as appropriate.
8. Maintain the safety and satisfaction of visitors to the facilities at all times.
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.

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 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.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce 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: Senior Parks Assistants, Park Supervisor, Park Manager
Date Reviewed: 06/05/2020
Updated: 04/06/2021



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge of customer services and issues relating to visitor services.• Knowledge of Health and Safety within a public environment.• Knowledge of basic maintenance.• 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
Skills and Abilities:	<ul style="list-style-type: none">• Effective numeracy skills, eg. cash handling, using a cash till and reconciliation of receipts.• Basic written communication skills, eg. 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, eg. giving information, answering queries, dealing with complaints.• Able to accurately operate the Park's booking system and receive and record information.• Able and willing to carry out routine cleaning work of parks facilities.• 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 develop a good working knowledge of the facilities at parks.• Able to lift and carry materials and resources.• Ability to receive and carry out instructions.• Ability to work on own initiative with limited supervision. <ul style="list-style-type: none">• Ability to work with all service users in line with the City Council's Equal Opportunities Policy.• Ability to clean facilities and public toilets to a high standard.• Ability to work flexible hours and to be punctual.

Experience:	<ul style="list-style-type: none"> Working in a front line customer environment dealing with a range of people face to face.
	<ul style="list-style-type: none"> Working within an Outdoor Sports/play environment.
	<ul style="list-style-type: none"> Cash handling / Till operation.
Educational:	<ul style="list-style-type: none">
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).

Date Reviewed: 06/05/2020

Updated: 04/06/2021