**Manchester City Council**

**Role Profile**

**Estate Officer, Grade 4**

**Parks Service, Neighbourhoods Directorate**

**Reports to: Head Ranger/Senior Estate Officer**

**Job Family: Facilities**

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service, acting in a professional and helpful manner as an initial point of contact for customers.

The role holder will undertake a range of tasks and routine operations to ensure the organisation, security, collection or delivery of resources to meet the needs of the service.

**Key Accountabilities**

Deal efficiently and courteously with enquiries from members of the public and internal customers providing effective and accurate information, using initiative to resolve queries at the first point of contact, and escalating queries where appropriate.

Maintain locations to agreed safety and security standards in accordance with service objectives, conducting safety checks and inspections, undertaking basic maintenance to resolve problems at the first point of contact, and general cleaning duties, including the use of tools where required.

Undertake management of financial resources to ensure an efficient and cost effective service for all customers, adhering to financial regulations.

Update and extract information from management information systems accurately and competently as required. as part of the inspection process including input requests for pre & post inspection, and repairs to be undertaken.

Where necessary to use a range of equipment to undertake duties to ensure the environment is safe for colleagues and visitors.

Work collaboratively with colleagues to ensure safe working environments and safe working practices, maintaining the security of buildings, allotments, parks, open spaces, vehicles and other resources.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**Parks,** **Leisure and Events Service**

The Parks, Leisure and Events Service, sits within The Neighbourhoods Service, Neighbourhoods Directorate and is responsible for delivering excellence across the City’s Parks and Greenspaces, providing access to high quality leisure and sport facilities as well as a range of world class sporting and cultural events.

Manchester boasts [over 140 parks and open spaces, 43 allotment sites and three river valleys](http://www.manchester.gov.uk/directory/46/parks_and_open_spaces/category/301) across the City. As a team, we are responsible for the overall strategy for our parks and green spaces, which is designed to improve standards and further develop their potential for our residents and so enhance their local area as a place where people want to live, work and spend their leisure time.

The team work closely with a range of other areas of the organisation, to deliver and maintain consistently high standards across the city and to ensure that community groups are activated to fully utilise our parks and open spaces.

We also work with the commercial and events team to drive forward plans to create a more sustainable business model for our parks and green spaces by raising income and maximising commercial opportunities. In addition, we work extensively with friends groups and other voluntary organisations, to explore and develop opportunities for closer collaboration and partnership working.

**Manchester's Park Strategy 2017-2027**

In December 2017 a ten year strategy for Manchester’s Parks was launched to guide their investment, upkeep and activation. It sets out the vision, key themes and actions that are needed to ensure parks and green spaces can continue to serve the needs of communities across the city, providing popular and attractive open spaces for play, sport and informal recreation.

There was an overwhelming response to the consultation undertaken as part of the Park Strategy which confirmed that Parks are a high priority for our residents. There were three themes that were repeated throughout the park strategy consultation, that will be our focus moving forward:

* Communication - proactively sharing information, having regular conversations, and ensuring the information available online and through social media is of a good quality and accessible.
* Enabling - supporting our residents and stakeholders to deliver shared goals.
* Clean, green and safe - providing Parks and open spaces that are of a high quality and that people feel safe to use.
* Commercial - maximise opportunities to generate income, building on existing good practice, and in turn support the delivery of a good visitor experience.

The Park Strategy concentrates our future actions around four themes:

* Parks at the heart of Neighbourhoods - this is about what there is and where it is, ensuring every community is provided for.
* Vibrant parks, vibrant communities - this is about what will happen in our parks.
* A Manchester quality standard - this is about looking after our parks.
* Productive parks in partnership - this is about the resources needed to make the vision a reality.

The Parks Team need to deal with the challenges of today, whilst ensuring that the foundations are being laid to deliver the actions of the ten year strategy.

Estate Officers are posted within the Core Team or Heaton Park Team.Estate Officers will focus on the attainment of good quality standards. They will carry out inspections and maintenance tasks to ensure that the facilities are clean, safe and operated as required to ensure a high quality visitor experience. They will use a range of equipment to undertake duties to ensure the environment is safe for colleagues and visitors

This post will undertake basic maintenance and operational duties for the Animal Centre at Heaton Park including animal care. This involves caring for animals following the five freedoms of the Animal Welfare Act - freedom from hunger and thirst, freedom from discomfort, freedom from pain, injury or disease, freedom to express normal behaviour and freedom from fear and distress.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters
* **Strategic Thinking:** Understands the importance of organisational strategy and how they contribute to it
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Willingness to apply for a DBS check
* Handling animals during licenced procedures
* Must hold a full driving license
* Willingness to undertake ROSPA Play Inspector qualification
* Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service which attracts a 6.7% flexibility payment.

Site specific: Undertake basic maintenance and operational duties for the Animal Centre at Heaton Park including animal care. This involves caring for animals following the five freedoms of the Animal Welfare Act - freedom from hunger