



**Post Title: Heritage Assistant -
Grade: C**

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Nottingham City Council Museums and Heritage Sites – *a world of wonder on our doorstep ...*

Wollaton Park, Newstead Abbey, Nottingham Castle and Brewhouse Yard are Nottingham's flagship heritage sites, with special attributes, unique under the Nottingham City Council portfolio, with site-specific jobs e.g. Deer Management, Japanese Garden, Scheduled Monument.

To successfully complete a range of advanced horticultural, nature conservation, practical grounds maintenance, and assist with deer duties; working to a high standard in-line with the historical, horticultural, and aesthetic requirements within the Heritage management plans. Also, within Green Flag award standards.

To be responsible for driving City Council vehicles and interact with visitors and customers in a positive way. You will ensure exceptional service, every time, to everyone, and oversee outstanding and inspirational experiences at our site. You will be part of a broader team of staff on the site, delivering great service to visitors.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Work as part of a team to undertake practical countryside, conservation and horticulture, including cultivation and maintenance of the gardens, parkland, woodland, waterways and the wider estate, ensuring outdoor spaces are maintained, developed and presented to a



high standard in line with the historical, horticultural and aesthetic requirements within the Management Plans. Ensure that output and quality of work is of a high standard and complies with current legislation / standards.

4. Undertake a range of specialist tasks including:
 - a) Advanced horticultural operations, such as planting (including ornamental bedding), pruning & other horticulture tasks.
 - b) Practical habitat management including scrub control and management of woodland, hedgerow, meadow and riparian areas.
 - c) Turf maintenance including fine, medium and sports turf, and the maintenance of hard surfaces, including landscaping.
 - d) Plant propagation, planting, and care of plants in containers, watering and feeding etc
 - e) Grounds maintenance including strimming, mowing, blowing, spraying, etc.
 - f) Wildlife management e.g. to assist with wild deer herd, including staffing a gate at the cull
5. To safely use light and heavy equipment and tools, to undertake grounds maintenance, and habitat management operations, including the use of hand and powered tools, i.e. trimmers, mowers, chainsaws, litter-pickers etc.
6. To patrol, litter pick and assist with car parking at peak times.
7. To be responsible for maintaining the daily cleanliness of the site, e.g. cleaning toilets, litter picking and emptying bins.
8. Carry-out construction work, i.e. hard and soft landscaping, understanding plans and line drawings etc.
9. To work with our partners, staff, members of the public and/ or volunteers, on projects that enhance conservation and environmental performance, through a delivery of a programme of works.
10. To assist in the delivery of visitor engagement work, to deliver the best possible visitor experience. To give a customer focused and supportive response, to any requests, queries or questions they may have.
11. To be responsible for driving a City Council vehicle, in the course of their work, including transporting colleagues, and equipment, to City Council locations. This may include vans, tractors and ride-on mowers.
12. To carry out vehicle checks, and routine maintenance (e.g. Water and Oil) completing driving records as required. To drive economically, taking into account courtesy towards other road users.
13. To work in compliance with the Health and Safety, Security, Legal, Codes of Conduct, and Regulations and Policies, of the City Council, and it's commitment to equality, diversity and inclusion.
14. To have a working knowledge and interest in the history of the heritage sites, for better interpretation and presentation of the sites.
15. The post holder will be based at a designated heritage site, but will also provide cover at other heritage sites when needed.

Special Conditions:

***This template is to be used for grades NCC-A1 up to NCC-H2 inclusively**



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- This is a physically demanding job, which requires daily periods of sustained physical effort, including walking, kneeling, driving, and lifting. The post holder must have the physical ability to undertake these tasks.
- Post holder will work in a range of landscape settings, throughout the museums and galleries portfolio, and must be able to travel to these sites, to respond to seasonal demand, and specific work programmes.
- Working hours will include regular weekends, Bank Holidays, and evenings.
- Post holder must wear and use appropriate H&S clothing, equipment, and uniform, which will be provided.

Numbers and grades of any staff supervised by the post holder: None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Chief Operating Officer

Date 13 July 2025



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
Technical Skills and Knowledge	Experience (over several seasons) of working in grounds maintenance, and / or horticulture and/or nature conservation.	✓	✓	✓
	The ability to communicate appropriately when dealing with members of the public and to demonstrate an understanding of customer care issues	✓	✓	
	Knowledge of Health and Safety legislation and its practical application in the workplace.	✓	✓	
	A working knowledge of the use of a wide range of ride-on, pedestrian, and hand-held mechanical equipment used within a grounds maintenance / conservation/ amenity horticultural environment. e.g. tractors and attachments, strimmers, Mowers, Chainsaws, etc.	✓	✓	✓
	A sound working knowledge of the management and care of trees, shrubs herbaceous plants, annuals and turf.	✓	✓	
	Experience of the appropriate and safe use of pesticides	✓	✓	
	A valid current driver's license enabling the post holder to drive motor vehicles including light vans cars tractors and mowers both off and on road.	✓	✓	✓

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Team Work and Communications	Ability to work on own initiative, with minimal direct supervision		✓	✓	
	Ability to work as part of a team for the achievement of common goal		✓	✓	
	Literacy and numeracy sufficient to read and understand instructions or specifications such as Health and Safety information, Grounds Maintenance, contractual requirements, write basic reports and undertake straight forward calculations relating to area of work.		✓	✓	
	Able to deal with enquiries from members of the public, citizens and volunteers in an appropriate customer focused way.		✓	✓	
A - Application	AC – Assessment Centre	D – Documentary			