

Job Description and Person Specification Grounds Maintenance Operative

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Head of HR Services

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Job Description

Directorate Property & Development	Grade B
Service Maintenance Operations	Job evaluation number
Reports to Property Services Supervisor	Responsible for N/A

Job purpose and role

- As a Grounds Maintenance Operative you will be responsible for the on site mentoring of apprentice's and volunteers undertaking operations such as Gardening, Grounds Maintenance, Decorating and Cleaning. This will also include the maintenance and cleansing of a wide range of the organisation's public places and open spaces. A key responsibility will also be to promote a positive health & safety culture within the group and ensuring risk assessments and safe working practices are adhered to.

Main duties and key result areas

- Mentor Apprentices & Volunteers in the day to day operational issues.
- Delivery of a range of services in relation to Gardening, Cleaning and Decorating Services.
- Provide a wide range of duties connected with the delivery of Grounds Maintenance including:
 - Grass cutting, hedge cutting, pruning, seeding, planting, clearance of litter and leaves and general maintenance of public parks, playing fields, landscaped areas and similar open spaces.
 - Operation of wide range of machinery and hand tools associated with the works above.
 - Waste Collection.
- Ensure all activities are carried out in accordance with relevant Risk Assessments, Legislation & Best Practice's.
- Liaise with material & plant suppliers to ensure Value for Money.

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- Ensure services are delivered on time, within budget & to quality standards.
- Carry out inspections of fleet & equipment to ensure safe & fit for purpose.
- Lead by example in promoting excellent customer service at all times.
- Promote & encourage continuous improvement within the Team.
- Complete timesheets, worksheets and Stop/Assess Assessments as necessary.
- Must be able to motivate a team of mixed skills and abilities to ensure high levels of customer satisfaction and output are maintained throughout the year.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

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Version No	Revision Date	Reason for Revision
1		New role

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Ability to carry out work activities with a minimum supervision.	E
	Complete accurate records such as timesheets, maintenance sheets and material requests	E
	Interpret work schedules and local maps	D
	Willingness to work unsocial hours as required.	E
	Able to drive, with current driving license.	E
	Willingness to work in inclement weather.	E
	Ownership of the necessary tasks to meet the contractual requirements.	E
Knowledge and experience	A good understanding of ground maintenance gardening, painting and cleaning projects.	E
	Ability to interpret health and safety risk assessments and safe systems of work.	E
	Knowledge of operating plant and machinery and diagnosing simple faults.	E
	Basic knowledge of shrub and tree maintenance.	E
	Knowledge of the local environment.	D
	Demonstrate a clear understanding of customer care issues.	E
	Experience of working to meet targets in a performance driven service.	E
	Experience of operating a wide range of grounds maintenance powered machinery including ride on and pedestrian mowers, brush cutters, hedge and tree cutting equipment.	E
	Experience of ground works such as fencing and path repairs	D
Qualifications	A Health and Safety qualification i.e. CSCS	D
		E
Multi Skill Criteria	PA1 & PA6 Pesticide Qualification	D
	L2 City & Guilds or equivalent in chainsaw operations	D
	B&E Element to driving license (trailer towing)	D
	Ride on mower certification	D
Personal attributes	Flexible and open to change	E

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Attribute	Detail	Essential or desirable
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E