



**Job Title: Gardener**

**Grade: Y4**

**Reports To: Gardening Supervisor**

**Number of Reports: Nil**

### Key job element

The role of the Gardener is to carry out horticultural work on behalf of the Garden Care service to a high standard, and in accordance with the annual maintenance programme.

The key job elements are:

- Deliver excellent services to customers
- Seek continuous improvement of service delivery and assist in positively marketing Garden Care service.
- Record information using various paper based and IT systems in order to demonstrate tasks are completed and documented
- Maintain all Garden care equipment, tools and areas to comply with operational standards and health and safety regulations
- Drive, check and clean vehicle and adhere to the Drivers Handbook
- Support the service in the monitoring of quality control and allocation of work to the Assistant Gardeners and Trainees performance

### Person specification

This area focuses on skills/ knowledge required in the role.

#### Essential Criteria

- Possesses NVQ Level 2 Amenity Horticulture (or equivalent) and willing to work towards Level 3 with experience in a Horticultural background
- Possess and maintain a valid car driving licence including category E (training will be provided if applicants don't have category E on their licence)
- Experience of providing front line customer service duties in order to deal with issues relating to the service.
- Ability to undertake manual gardening work
- Awareness of the Health and Safety at Work Act
- Ability to deliver services that uphold the requirements of the Equality Act, Safeguarding policy and Dignity at Work policy
- Competent user of range of technical and IT equipment and software required to carry out role

#### Desirable Criteria

- Possess a PA1/PA6 qualification
- Experience of dealing effectively with a diverse range of clients in demanding circumstances
- Ability to plan and monitor own workload and that of others
- Competent user of range of technical and IT equipment and software required to carry out role, including mobile devices
- Demonstrates an ongoing commitment to future training needs to maintain technological progress in the job

**All employees are expected to be flexible within the scope of the role**

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be Ready, Be Amazing, Be Revolutionary, Be Energetic.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as “unusually good or remarkable” and an organisation with people that “stand out from the rest”.*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we're prepared for anything:**

This value is about being “prepared, willing, eager and prompt”.

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we'll exceed expectations**

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively

- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude