

# Grounds Maintenance Supervisor



### Role Overview

Support the Grounds Maintenance Manager in managing the delivery of ground maintenance works carried out by the inhouse team and maintaining a small rota of sites.

As a working Grounds Maintenance Supervisor, you will use your previous experience to deliver grounds maintenance, landscaping and environmental services to Your Housing Group’s customers, ensuring the highest standards of quality, safety and customer care at all times.

**Subject to a Basic Disclosure & Barring Service (DBS) Check.**

## RESPONSIBILITIES

- Supervising a team of Ground Maintenance and Environmental Services Operatives and making sure their carry out their duties in a safe manner.
- Organising and planning team task and duties ensuring YHG meet their Service Level Agreements and at a high standard.
- Carrying out site inspections using iAuditor.
- Resolving any enquiries or complaints made by YHG customers or stakeholders.
- Ensuring high levels of customer service.
- Carrying out duties such as grass cutting, pruning, herbicide applications or ad hoc works.
- Resolving any operational issues (such as machinery failure) to ensure smooth running of projects.
- Aiding the Grounds Maintenance Manager to find ways to improve operational standards and methods.
- Aiding the Grounds Maintenance Manager in keeping the asset register and any other documents up to date.
- Good knowledge of grounds maintenance and general health & safety.
- Excellent attention to detail and work ethic.

### Our values

**Honest & Reliable**

We are authentic, open and dependable; and we do what we say we'll do.

**Caring**

We show kindness and consideration to our customers and each other.

**Respectful & Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

- Be a strong team player with solid communication skills.
- Be trained and competent to use and maintain a range of associated powered landscaping tool and equipment.
- Be able to demonstrate using your initiative.
- Hold a full valid UK driving licence.
- Always acting in a professional and courteous manner.
- Carrying out any other duties in line with the role.

## STRENGTHS

- ✓ Problem solving, ensuring policies are followed
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of running a GM contract
- ✓ Proven experience of managing teams
- ✓ PA1/PA6
- ✓ Experience across environmental services
- ✓ GCSE Maths and English (or equivalent) plus IOSH or suitable Managing Safely training/knowledge
- ✓ Full UK Driving Licence

## BENEFICIAL TO THE ROLE

- ✓ Tree/pest control/cleaning experience
- ✓ Social Housing experience
- ✓ Relevant Grounds Maintenance qualification
- ✓ Customer services experience