

## ROLE PROFILE

<b>Job Title:</b> Assistant GM (Grounds Maintenance) Supervisor	<b>Role Reports to:</b> GM Supervisor	<b>Business Function:</b> MDSO / MEET	<b>Grade:</b> H
--	--	--	--------------------

<p><b>Job Purpose:</b></p> <p>Manage and develop a team of General Operative Garden/Grounds Maintenance to deliver Grounds Maintenance works within budget and timescales, whilst maintaining quality of service delivery.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Commercial Focus</li> <li>• Problem solving &amp; Decision Making</li> <li>• Developing others</li> </ul>
--	--

### **Key Responsibilities:**

1. Deliver hard and soft landscape improvement works and projects within client property to an agreed specification and timescale.
2. Manage and develop a team of Garden/GM Operatives whilst ensuring a quality programme of service delivery, accessing support from management/People Services when required, communicating clear instructions to team members, to encourage, motivate, mentor and support the team.
3. Take an initial role, supported by Management/People Services, in implementing attendance and disciplinary procedures and to conduct 1-2-1s and appraisals with staff as per current procedure, including completing documentation such as PDRs
4. Implement and promote safe systems of work at all times, in line with the Health and Safety at Work Act, undertake Risk Assessments and ensure a safe working environment prior to the commencement of each new project, adhering to all HSE (Health & Safety Executive) pack contents, reporting issues as required.
5. Support the Team Supervisor in liaising with other members of Your Housing Group and other stakeholders to ensure an integrated approach to project implementation
6. Ensure compliance with environmental protection legislation to include COSHH, waste disposal, contributing
7. Take responsibility for maintaining all tools and equipment, vehicles and project records in an accurate manner, ensuring these records are up to date and submitted to the management team in a timely manner
8. Accept responsibility for the safety and security of premises, equipment, tools and materials utilised on the workplace and to keep that workplace clean and tidy, ensuring general good housekeeping and site safety.
9. Working in alternate areas or teams as the operation need arises
10. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the landscape and/or horticultural sectors and industry best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Botany / Plant pathology</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Horticultural and landscape skills which promote effective maintenance, plant health and the long-term viability of our landscapes</li> <li>• People management skills</li> <li>• Ability to use basic IT packages</li> <li>• Reliability, initiative, communication, organisational and teamwork skills</li> </ul>	<ul style="list-style-type: none"> <li>• Tool and equipment maintenance skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in the Landscape and/or horticultural sectors</li> <li>• Experience in use of powered landscaping equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant industry experience</li> <li>• Supervisory experience</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• Full UK Driving Licence with Trailer use</li> </ul>	<ul style="list-style-type: none"> <li>• PA1/6 Pesticide Application</li> <li>• CS 30/31/32 Chainsaw qualifications</li> <li>• NPTC/C&amp;G/Lantra machinery certification</li> <li>• Health &amp; Safety Certification</li> </ul>

<b>People Management Responsibility?</b>	Line management responsibility, including coaching, development and performance management.
<b>Budgetary Responsibility?</b>	No budgetary responsibility.
<b>Key Relationships (internal/external)</b>	It is expected that an Assistant Supervisor will build strong and productive relationships with both residents on site and colleagues/stakeholders who facilitate service delivery at Your Housing Group

#### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

#### **Key Role Performance Indicators**

1. Level of rota adherence for team, at, or in excess of, current Client KPI target.
2. Customer satisfaction score for team, at, or in excess of, current Client KPI target.
3. Level of customer complaints/escalation and timescale for resolution for team, in line with current Client KPI targets
4. Zero team accidents, at fault vehicle incidents or tool/equipment loss/damage occurrences.

<b>Date Role Profile Created/Updated:</b>	<b>November 2018</b>
---	----------------------