

## ROLE PROFILE

<b>Job Title:</b> General Operative Gardens/GM	<b>Role Reports to:</b> Assistant GM (Grounds Maintenance) Supervisor	<b>Business Function:</b> MDSO/MEET	<b>Grade:</b> H
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<b>Job Purpose:</b>  Working as part of a team delivering Grounds Maintenance services to an agreed standard within budget and timescales	<b>Key Competencies:</b> <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> </ul>
<b>Key Responsibilities:</b> <ol style="list-style-type: none"> <li>1. Work primarily within a specific team, working effectively with colleagues and a range of partners to deliver Grounds Maintenance services.</li> <li>2. As the exception to the above, to show flexibility, working in alternate areas or teams as the operational need arises</li> <li>3. All activities to be undertaken to an agreed standard and timescale in line with specifications and contract terms and conditions.</li> <li>4. Implement safe systems of work at all times in line with the Health &amp; Safety at Work Act, following risk assessments, method statements and H&amp;S files, ensuring a safe working environment for self and others, prior, during and after activities.</li> <li>5. Ensure compliance with all relevant legislation, eg, COSHH (Control of Substances Hazardous to Health)</li> <li>6. Operate to standards laid down within Your Housing Groups Integrated Management Systems to maintain standards of quality, environmental care and Health &amp; Safety.</li> <li>7. Assist line manager in the maintenance of tools and equipment, vehicles and project records in a safe and secure manner in line with company policies and procedures</li> <li>8. Undertake appropriate training in line with Training Passport and attend external training as required</li> <li>9. Work respectfully and professionally with clients, partners and members of the community, ensuring appropriate and correct conduct is undertaken at all times</li> <li>10. Undertake additional duties appropriate to the role and/or grade.</li> </ol>	

	<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>• 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>	
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</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>• Full UK Driving Licence with Trailer use</li> </ul>

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	It is expected that an Operative 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 at, or in excess of, current Client KPI target.
2. Customer satisfaction score at, or in excess of, current Client KPI target.
3. Level of customer complaints/escalation and timescale for resolution, in line with current Client KPI targets
4. Zero accidents, at fault vehicle incidents or tool/equipment loss/damage occurrences.

<b>Date Role Profile Created/Updated:</b>	<b>February 2019</b>
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