



Job Description

Job Title:	Grounds Maintenance Operative
Reports To:	Grounds Maintenance Team Leaders
Direct Reports:	None
Job Purpose:	To assist and support in the successful delivery of a customer orientated and effective grounds maintenance service.
Salary Band:	Band LL1

Key Responsibilities

- To work within different teams on all aspects of grounds maintenance;
- Routine grass cutting and general maintenance of open spaces and communal areas;
- Clearance of gardens in order to return them to a maintainable standard;
- Routine garden maintenance to occupied dwellings such as grass cutting, hedge cutting, basic plant care, pruning and weeding;
- Tree maintenance;
- To operate and carry out basic maintenance to all grounds maintenance machinery and equipment in line with Health & Safety regulations;
- To drive and be responsible for a company vehicle when required and in accordance with health and safety and Group Fleet Policy and Drivers Handbook, including conducting weekly vehicle checks;
- To deal with customer enquiries/complaints promptly and effectively; and
- To communicate clearly and effectively at all levels.

Service Delivery

- To liaise with customers when carrying out work, having full regard to their needs;
- To actively seek the views of customers with regard to services provided; and
- To ensure that high levels of service and customer care are delivered in line with the policies and procedures of the Group.

Decision Making

- Carries out duties and makes decisions in line with the Groups policies and procedures;



- Recommends any suggestions/improvements to influence wider decision making via appropriate channels;
- Plans and organises own work load to meet deadlines in line with the departmental service plans; and
- Resolves day to day issues, or identifies matters that require escalating

Health and Safety Responsibilities

- To co-operate with the employer and any other person in order to ensure that statutory requirements concerning health and safety are fully met;
- Follow the Wythenshawe Community Housing Group Health & Safety Policy at all times;
- Work to actively promote good employee relations and safety practices in accordance with Wythenshawe Community Housing Group;
- To operate all machinery and equipment in a safe and correct manner using all safety devised and practices;
- To handle and transport materials in a safe working manner;
- To ensure Personal Protective Equipment is worn and used appropriately when required;
- To ensure properties are left in a clean and safe manner on completion of work; and
- To look after tools, materials and equipment guarding against loss or theft and making them ready for use when required.

General

- To carry out administrative tasks associated with the post;
- To take personal responsibility for any specific designated duties assigned by the Grounds Maintenance Team Leader, ensuring they executed at all times in accordance with corporate policies and procedures;
- To promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example;
- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures;
- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit and nature of the job; and
- The employee may be required to attend meetings outside of their normal working hours, including evenings and weekends, where such additional working hours as are necessary for the proper performance of the employee's duties. The employee shall not receive further remuneration in respect of such additional hours.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Key Team Relationships

Key Internal working relationships are with:

- Managers/Team Leaders/Technicians, operating in the Property services Team
- Operational Teams across the Group.
- Colleagues and service users

Key External working relationships are with:

- Third party suppliers
- Partners / Agencies/Contractors providing agreed services on the groups behalf

Related Competencies at Fully Effective Level:

Efficient and Effective

- Asks the “why do we do this?” question about tasks and processes
- Positively challenges processes and ways of working
- Contributes positively to delivery of team VFM

Customer focus

- Anticipates what the customer’s job requires
- Shows no tolerance to poor customer service
- Actively ask the customer if there is any other way in which they can help whilst in the property and seek to assist them
- Is consistently confident and professional when dealing with customers
- Will role model the importance of customer focus with others
- Acts on customer feedback to ensure that service delivery is improved in the future
- Organises own processes around the customer
- Acts as a role model to others in their approach to customer service
- No complaints will be made against the individual (not upheld)

Working Collaboratively

- Actively supports team decisions
- Supports team spirit and diffuse potential problems and conflicts
- Actively cooperates within their own team and across teams
- Goes the extra mile to help colleagues
- Champions teamwork by ‘living’ the Groups values in everything they do
- Looks for ‘win win’ outcomes



Organisational awareness

- Makes sound decisions and implements practical solutions to problems
- Takes account of the effect and impact that their own actions are having on their team
- Takes sound decisions with reference to WCHG regulations, processes & procedures
- Demonstrates an understanding of the link between the strategy and on the ground operational activity

Challenges and learns

- Turns their hand to anything within scope of job
- Finds ways round difficult situations
- Ensures agreed changes are implemented / supported within the team
- Easily adapts to new working methods