



Job Description

Job Title: Grounds Maintenance Operative

Reports To: Grounds Maintenance Managers

Direct Reports: None

Job Purpose: To assist and support in the successful delivery of a customer orientated and effective grounds maintenance service.

KEY RESPONSIBILITIES

1. Work Tasks

- 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
- Undertaking hard landscaping tasks such as work on fencing/gates and paths

- To operate and carry out basic maintenance to all grounds maintenance machinery and equipment in line with Health & Safety regulations.

- To deal with customer enquiries/complaints promptly and effectively.

- To communicate clearly and effectively at all levels.

2. Service Delivery

- To actively seek the views of customers with regard to services provided

- To ensure that high levels of service and customer care are delivered in line with the policies and procedures of the Trust.

3. Health and Safety

- Follow the Willow Park Housing Trust Health & Safety Policy at all times.

- Work to actively promote good employee relations and safety practices in accordance with Willow Park policies.

4. General

- To carry out administrative tasks associated with the post,

- To carry out the duties of the post in accordance with the Trust's Equality and Diversity Policy.
- To represent Willow Park as required.

d) Any other appropriate duties as directed by the Grounds Maintenance Supervisor.

General

- To take personal responsibility for any specific designated duties assigned by the Grounds Maintenance Manager, ensuring they 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.
- 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
- To carry out duties of the post in accordance with the Groups Equality and Diversity policy.

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.