L&Q Group

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| **Role title** | Grounds Maintenance Operative | | | | | | | **Date** | | 22.02.24 | |
| **Reports to Title** | Assistant Manager – GM | | | | | | | **Version** | | 2 | |
| **Grade** | Real Living wage | | | | | | | | | | |
| **Role Persona** | Site Based | | | | | | | | | | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **X** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| This role takes responsibility for delivering a high-quality Grounds Maintenance service to L&Q green spaces across our estates in line with SLA. Key responsibilities for this role are to follow schedules of work as set by the Operational Mentor, operate a range of machinery, tools and equipment following safe systems of working, consistently meeting required standards, and always working to deliver good customer service. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values.  * Delivering excellent services in line with the customer promise whilst always demonstrating L&Q values. Being respectful of difference and promoting inclusivity at all opportunities. | | | | | | | | | | | 5% |
| 1. Strategy/ achieving objectives.  * Ensuring a high standard of service in line with all SLA's effectively meeting all objectives. Working with colleagues within the service and across departments to provide a high quality, efficient service to customers. | | | | | | | | | | | 66% |
| 1. Working with others – internal  * Work alongside all neighbourhood teams promoting positive relationships that help to problem solve and increase resident satisfaction. Respond to customer feedback in a way that effectively communicates L&Q values. | | | | | | | | | | | 10% |
| 1. Working with others – external  * Respond to all enquiries from external stakeholders professionally, ensuring issues are escalated to the Operational Mentor as appropriate, and in a timely manner. | | | | | | | | | | | 2% |
| 1. Budgetary responsibility  * Ensuring that all equipment, tools, chemicals, and consumables are maximised efficiently to ensure VfM for the customer and business. | | | | | | | | | | | 2% |
| 1. Compliance  * Always following safe systems of work following all Risk Assessments and Method statements * Follow systems for recording HAVS and all other relevant H&S guidance. * Wear full uniform and PPE at all times * Reporting any accidents, incidents or near misses immediately * Ensuring you are up to date with all mandatory training requirements. * Work with L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk. * Embed and promote L&Q’s vision and values throughout the service by ensuring behaviours are in line with policies and procedures. * Ensure all working practices always align with L&Q policies and procedures. | | | | | | | | | | | 5% |
| 1. Records and systems  * Follow all systems that record workflow to effectively evidence SLA and standards being met. * Ensure all obligations within I-Safe and I-Learn are completed to deadline. | | | | | | | | | | | 5% |
| 1. Risks  * Follow all protocols, policies and procedures in place that protect risk to the business and customers. * Follow safe systems of work and immediately escalate any concerns or risks to your line manager. | | | | | | | | | | | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
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| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications (please note whether it is essential or desirable) | | | |
| * Collaboration capabilities to respond and support the Estate Management and Housing Team's to deliver day to day activities. **- Essential** | * Good written communication **- Essential** | | |
| * Relevant practical experience of delivering excellent Customer Service in frontline face to face environment. **-** **Essential** | * Driving Licence **– Essential** | | |
| * Knowledge of COSHH, HAVS, and H&S good practice. **- Essential** | * Relevant horticultural qualification or experience in the field. **Essential** | | |
| * Interpersonal skills with ability to challenge (ASB) and empathetically support, escalating issues where necessary and appropriate **- Essential** | * Experience of ensuring customers receive VfM by being efficient with tools, consumables, and time. **- Essential** | | |
| * Confidence with operating mobile devices to record workflow **- Essential** | * PA1 - PA6 **– Desirable** | | |
| * Experience working in a team environment that delivers to targets. - **Essential** | * Knowledge of Adult and Children Safeguarding principles and types of abuse. **– Desirable** | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees. | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm. | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively. | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions. | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make. | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission. * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks. | | | |