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**
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| * Relevant practical experience of delivering excellent Customer Service in frontline face to face environment. **-** **Essential**
 | * Driving Licence **– Essential**
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| * Knowledge of COSHH, HAVS, and H&S good practice. **- Essential**
 | * Relevant horticultural qualification or experience in the field. **Essential**
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| * 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**
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| * Confidence with operating mobile devices to record workflow **- Essential**
 | * PA1 - PA6 **– Desirable**
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| * Experience working in a team environment that delivers to targets. - **Essential**
 | * Knowledge of Adult and Children Safeguarding principles and types of abuse. **– Desirable**
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| **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.
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| **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.
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| **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.
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