

Job Description

Job Title:	Grounds Maintenance Operative
Reports To:	Environmental Services Team Leaders
Direct Reports:	None
Other Duties:	Deputies for the Senior Property Surveyor
Job Purpose:	To assist and support in the successful delivery of a customer orientated and effective grounds maintenance service.

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;
- Adaptability and flexibility responsible for working in service areas across the team as required, cleaning, waste removals and inspections to fences, paths and green areas.
- To drive and be responsible for a company vehicle when required and in accordance with health and safety and Wythenshawe Community Housing Group's (WCHG) 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 WCHG.

Decision Making

- Carries out duties and makes decisions in line with WCHG's 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
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- Resolves day to day issues, or identifies matters that require escalating

Health & 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 WCHG's Health & Safety Policy at all times;
- Work to actively promote good employee relations and safety practices in accordance with WCHG;
- 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.
- To accurately record Hand Arm vibration exposure on a daily basis.

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 WCHG, 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.

Essential Training

During your employment you must complete the following training which will be paid for by WCHG:-

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- Asbestos Awareness
- Working at Heights
- Sharps and Needle Stick awareness
- In-house machinery competence training
- Lantra (National Training Organisation for Land Based Industries) competency training for ride on and stand on mowers
- Tree inspection training
- Paths and fencing inspection training