

ROLE DESCRIPTION: Lead Grounds Maintenance Operative

Reports to: Grounds Maintenance Team Leader

Responsible for:

- The delivery of daily targets set by the GM Team Manager.
- Premises and external locations, specifically the opening & securing of buildings & vehicles, as well as alarm setting.
- Ensuring Risk Assessments and Health & Safety protocols are adhered to at all times.
- Ensuring housekeeping is carried out and all site and workshop areas are kept clean and tidy.
- Quality assessments to all completed works for compliance with the relevant service standards and contract specification.

Role purpose:

To be an enthusiastic Lead GMO, committed to providing the highest possible standards of grounds maintenance, ensuring sites are within contract specification, providing excellent service to customers and giving guidance, support and direction as appropriate.

To be accountable for delivering the highest possible standard of customer service to both internal and external customers in all aspects of ground maintenance work.

To carry out all aspects of grounds maintenance and ensure all Health and Safety protocols are followed by your team.

Act as a positive member of the grounds maintenance team, collaborating with other colleagues across Karbon and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.

Key responsibilities:

Teamwork:

1. Contribute to the success of the GM team by effectively leading a small crew delivering grounds maintenance activities and act as point of contact for your Team Leader.
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values and culture.
4. Embed structural and cultural change and improvement, through innovation and collaboration.

Delivery: Lead (GMO) Grounds Maintenance Operative

5. Dealing with customer complaints and enquiries at first point of contact in an efficient and timely manner.
6. Ensuring staff operate safely and wear issued, appropriate PPE at all times.
7. To operate and be responsible for a variety of horticultural equipment utilised by the team.
8. To organise and prioritise daily work schedules in order to meet targets.
9. To carry out on the job training with colleagues and other members of staff as required.
10. To assist with the delivery of the general grass cutting program and all associated works to Karbon housing stock.
11. To ensure workloads, priorities and targets are delivered to required standards on a daily basis.
12. To drive and be responsible for an allocated Karbon vehicle during the course of your activities in accordance with group policy and procedure.
13. To participate in non-standard work patterns.
14. To ensure all necessary documentation, hard copy or electronic information is completed as required.
15. To quality assess all completed works for compliance with relevant service standards.

Organisation wide:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective supervision and utilisation of Group assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to equality, diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Lead GMO role is part of the Grounds Maintenance Team. As with all positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Lead (GMO) Grounds Maintenance Operative

Experience and qualifications:

- a. Experience (minimum 3 years) of working in a grounds maintenance environment (D)
- b. Experience of collaborating and working as part of an effective team and under own initiative (E)
- c. Experience of dealing with customers and clients, delivering a high level of Customer Service (E)
- d. Experience of Leadership (D)
- e. Aware of current health and safety legislation, working procedures and risk assessments (E)
- f. Relevant qualifications (including PA1 & PA6), or equivalent work experience, and evidence of continuing professional development (E)
- g. Basic tree inspection qualification (D)
- h. NVQ level 2 Amenity Horticulture (D)
- i. NPTC/LANTRA Accreditation (E)
- j. Full, valid UK driving licence (E) – Towing experience (D)

Knowledge:

- k. Knowledge of Health and Safety legislation in the workplace, applying to self and others (E)
- l. Comprehensive working knowledge of grounds maintenance services (E)
- m. Knowledge of current and future challenges facing grounds maintenance services (D)

Skills:

- n. Good level of interpersonal communication skills (E)
- o. Ability to lead a crew of grounds maintenance staff (E)
- p. Ability to carry out instructions in a safe and competent manner (E)
- q. Ability to work collaboratively across departments and influence others (E)
- r. Ability to think ahead, spot opportunities and take appropriate action (E)
- s. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (E).
- t. Ability to work individually or as part of a team (E)
- u. Ability to use judgement and take ownership of decision making (E)
- v. Ability to prioritise workload and work well under pressure to meet targets and deadlines. (E)

Attributes:

- w. Transparent and open, acting with integrity and able to build high levels of trust (E)
- x. Committed to equality, diversity and inclusion (E)
- y. Champions innovation and encourages ideas (E)
- z. Resilient and able to work under pressure (E)
- aa. Collaborative and inclusive (E)
- bb. Actively role model and champion the Karbon vision, values, purpose and behaviours (E)