**Role Profile**

|  |
| --- |
| **JobTitle:** Skilled Gardening Supervisor |
| **Department:** Homeworks |
| **Reports to:** Responsive Repairs Co-ordinator |
| **Grade:**  |
| **Staff responsibility:** 1 Gardener & 2 Seasonal Staff |

**Organisational Structure**

|  |
| --- |
| Head of Property Services |

|  |
| --- |
| Responsive Repairs Co-ordinator |

|  |
| --- |
| Skilled Gardening Supervisor |

**Job Purpose**

To lead and supervise a small team, carrying out grounds maintenance tasks, contributing to the maintenance and enhancement of public open spaces and private residences. Duties include job scheduling in accordance with service standards, task allocation, quality assurance and customer service.

**Key Accountabilities**

* Responsible for carrying out a range of duties connected with the grounds maintenance for Cairn Housing Association owned properties. Following instructions given by the Responsive Repairs Co-ordinator, ensuring service standards are maintained, multi-tasking where appropriate, planning and organising daily work for the grounds maintenance team, accepting responsibility for technical decisions whilst on site. Also responsible for organising and managing materials required, keeping up to date with new/amended legislation and standards, keeping records, handing in job records daily and following administrative procedures as directed.
* Working to a high quality standard ensuring high quality workmanship and maintaining an acceptable level of productivity.
* Use IT daily to update the status or completion of a work order as this contributes to the delivery of goals and performance monitoring.
* Carry out duties, which require possession of a standard of numeracy and literacy (as the job requires the employee to complete time sheets and claim forms, keeping records and to fulfil statutory checks as required).
* Adapt to changing working environments and work patterns as deemed necessary to meet strategic goals of the service area.
* Represent Cairn in a manner conducive with the standards expected, including the carrying of an identity card and wearing of the uniform supplied. Communication with customers, Cairns team and members of the public in a polite manner placing the highest possible emphasis on customer care. Encouraging customer involvement and feedback.
* Driving vehicles and operating plant and equipment associated with grounds maintenance. Keeping vehicles and plant clean and in good working order and reporting defects daily.
* Responsible for maintaining health, safety and welfare of self, other employees and members of the public ensuring adherence to safe working practices and environmental procedures.
* Attendance and occasional running of weekly team meetings to discuss operational issues and Health and Safety updates (Tool box talks).
* To supervise the grounds maintenance service to ensure that Cairns Policies and Procedures are adhered to and be responsible for the delivery of the grounds maintenance service in a consistent manner

**Person Specification**

|  |
| --- |
| **Education** |
| * Relevant qualifications in relation to grounds maintenance or equivalent experience
* Educated to Standard Grade or equivalent in English and Maths
* Health and Safety Qualification.
 |
| **Experience** |
| * 2 years’ experience of working in a similar role.
* Experience of managing staff
* Customer Service Skills
* Computer Literate- Comfortable working with several systems
* Experience in dealing with complaints
* Previous experience of weeding, digging, strimming, mowing, operating gardening machinery, brushcutting, manual tasks, disposing of green waste and other material, the use of weed killing chemicals
* The ability to be versatile to undertake differing estate tasks other than those listed above
 |
| **Knowledge** |
| * Relevant Health and Safety awareness, such as ensuring adherence to safe working practices and environmental procedures
* Basic I.T skills- Microsoft word, excel and e-mail
 |
| **Skills and Abilities** |
| **Essential:*** Be able to carry out weeding, digging, strimming, mowing, operating gardening machinery, brushcutting, manual tasks, disposing of green waste and other material, the use of weed killing chemicals
* A full drivers licence
* Record keeping
* Managing staff
* Experience in dealing with complaints
 |
| **Personal Qualities** |
| * Following Through -establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved
* Teamwork - co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate.
* Compliance - adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes
* Decisiveness - exhibits a readiness to make decisions, render judgements, take action or commit oneself
* Ambition - is driven to do well, be effective, achieve, succeed and progress quickly through the organization
* Innovation - is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations.
* Vitality- maintains a high activity level, is enthusiastic, motivated and energetic
* Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident
* Oral Communication - expresses thoughts effectively and convincingly, using appropriate verbal and non-verbal behaviour to reinforce the content of the message
* Written Communication - express thought in writing in a grammatically correct, well-organized and well-structured manner
* Self Confidence - demonstrates a genuine belief in the likelihood of personal success and communicates a positive self-esteem to others
* Handling Feedback - able to handle feedback and use feedback with positive outlook to improve performance
* Conscientiousness – conscientious in daily work ensure Association values are met.
 |
|  |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance