

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Gardener

**Location:** Inverness

**Team/Directorate:** Customer Services

**Responsible To:** Grounds Maintenance Supervisor

**Responsible For:** N/A

# 2. JOB PURPOSE

To be part of a small team, carrying out grounds maintenance/estate tasks, contributing to the maintenance and enhancement of public open spaces and private residences. Carry out tasks as set out by the Grounds Maintenance Supervisor.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Responsible for carrying out a range of duties connected with grounds maintenance for Cairn Housing Association. Following instructions given by the Gardening Supervisor, multi-tasking where appropriate, accepting responsibility for technical decisions whilst on site. Keeping up to date with new/amended legislation and standards, keeping records, 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 of weekly team meetings to discuss operational issues and Health and Safety updates (Tool box talks).
* Deputise for the Grounds Maintenance Supervisor for Grounds Maintenance related issues whilst directing Seasonal Gardeners

**3.2 Key Performance Indicators**

* To deliver a high standard of Grounds Maintenance which will contribute to overall customer satisfaction
* To deliver the service standards to ensure customer satisfaction in a timely manner

# 3.3 Key Contacts – Internal & External

* Direct Customers, for all general advice support and monitoring of a tenants needs.
* Home owners, when dealing with communal issues.
* Tradespersons, on a regular basis, when discussing aspects of jobs
* Contractors, on a regular basis, to work alongside in collaborative working
* Internal groups across the Association, on a regular basis, to pass and receive information

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Identify when a risk assessment is required
* Contribute into the creation of risk assessments
* Attendance of weekly team meetings to discuss operational issues and Health and Safety updates (Tool box talks).

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Gardener**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | NC in Horticulture, Forestry, Agriculture or other relevant discipline  PA1 & PA6 Spraying certificate  2 years’ experience of working in a similar role.  Relevant qualifications in relation to grounds maintenance or equivalent experience  Current UK driving Licence | Health and Safety Qualification.  LANTRA Card  CSCS Card  Chainsaw ticket |
| Experience | Demonstrable 1-2 years  Experience of working in a similar role.  Customer Service Skills  Computer Literate- Basic computer skills  Previous experience in operating and maintaining ride/stand on, pedestrian and hand held plant/equipment.  Previous experience of hand weeding, pruning, lopping and waste disposal.  Previous experience in the safe use of Herbicides.  The ability to be versatile to undertake differing estate tasks other than those listed above | Hard/Soft Landscaping experience  Fencing  Arboriculture  Planting |
| Knowledge | Have a detailed understanding of the following-  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  Tree, Shrub, Weed identification  Working knowledge of plant and machinery  Chemical use | Working within the Grounds Maintenance sector |
| Skills | Developed skills in the following-  Be able to carry out strimming, mowing, operating ride/stand on machinery, brushcutting, manual tasks, the use of weed killing chemicals  Record keeping  Plantsmanship/Horticultural skills | Working within a similar role within commercial/public sector landscaping  Van driving |
| Personal attributes | 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  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  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  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. | Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident |
| Additional requirements | Flexible working to suit the business needs –  Late finishing due to Geographical area covered  Attend events outside of the main office  Travel throughout Highland, Moray and Aberdeenshire |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**