

# **GROUNDS MAINTENANCE OPERATIONAL SERVICES**

## **GROUNDS MAINTENANCE OPERATIVE**

### **Job Description and Person Specification**

**April 2016**

## Job Description

<b>Job Title:</b>	Grounds Maintenance Operative
<b>Service Area:</b>	Grounds Maintenance Operational Services
<b>Function:</b>	
<b>Team:</b>	Ground Maintenance
<b>Post number:</b>	
<b>Grade:</b>	
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	As per contract / 52.14, 36 hours per week
<b>Base location:</b>	Barkingside Depot
<b>Reports to:</b> <i>Job title</i>	<ul style="list-style-type: none"> <li>- Manager</li> <li>- Grounds Maintenance Supervisor</li> </ul>
<b>Responsible for:</b> <i>Job titles of direct reports</i>	No direct reports
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>To undertake designated duties within the Council's Grounds Maintenance Operational Services in accordance with agreed schedules of work; under the direction of the Chargehand and / or Grounds Maintenance Supervisor working to achieve agreed deadlines.</p> <p>Scheduled work will include maintenance of the Authority's horticultural features such as hedge and grass cutting, tree planting and hard and soft landscaping projects.</p> <p>Delivery of all aspects of work to the agreed standard with due regard to health and safety and the Council's Code of Conduct regarding working in public spaces.</p>
<b>Key external contacts:</b> <i>Organisations</i>	<ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Police and Emergency Services</li> <li>• Vision Trust staff</li> <li>• Other horticultural and arboriculture contractors</li> <li>• Local Community Groups</li> <li>• Local Business Improvement Districts</li> </ul>

<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> <li>• Manager</li> <li>• Grounds Maintenance Supervisor</li> <li>• Chargehand and other team members</li> <li>• Cleansing Services Administration and facilitation</li> <li>• Schools facilities staff</li> <li>• Other Service Areas</li> </ul>
<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	Accountable for plant and equipment used on a daily basis. Also responsible for undertaking appropriate checks on vehicles and plant in the absence of the Chargehand.
<b>Key areas for decision making:</b>	<p>Undertake own on-site risk assessment with regards to safe working practices and guidelines.</p> <p>Use of appropriate equipment and plant in order to carry out allocated tasks.</p> <p>Use own initiative to resolve day-to-day operational issues in order to complete scheduled tasks.</p> <p>Provide feedback to Supervisor / Manager on progress of tasks in the absence of the Chargehand.</p>
<b>Other considerations:</b> <i>E.g. working patterns</i>	<p>Required to work flexibly with regards to allocation and completion of duties with due regard to weather and seasonal requirements.</p> <p>Required to work on all grounds maintenance sites across the Borough.</p> <p>To wear appropriate PPE whilst working.</p>

<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Horticultural Maintenance</b>	<b>Duties to include:</b> <ul style="list-style-type: none"> <li>- Soil cultivation, digging, forking, mulching, watering, raking, weeding, fertiliser/chemical application, edging, pruning, bed preparation, seeding and planting.</li> <li>- To ensure that all work undertaken is carried out to agreed standards with minimal supervision and undertake responsibility for the completion of designated tasks.</li> <li>- Contribute to the delivery of an excellent Grounds Maintenance Service.</li> <li>- To always work within the agreed health and safety guidelines whilst ensuring the safety of self and others in the vicinity and using the appropriate equipment.</li> </ul>

<b>Use of specialist tools and equipment</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>- The use and maintenance of hand tools and basic light machinery.</li> <li>- The use of specialist pedestrian or ride-on cylinder and rotary mowers including adjustments of mower height to ensure the specified quality of cut.</li> <li>- To use specialist turf maintenance equipment, including scarifiers, aerators, rollers, line markers, spraying equipment as necessary.</li> </ul>
<b>Vehicle and Plant Operation</b>	<ul style="list-style-type: none"> <li>- Appropriately qualified to drive and use grounds maintenance related plant.</li> <li>- In special circumstances, required to drive Council vehicles with trailer.</li> <li>- Take responsibility, as appropriate for any designated Council provided operational vehicle or plant, adhering to the Road Traffic Laws and Council safety policies at all times.</li> <li>- All daily vehicle and / or plant checks are completed and all faults reported.</li> </ul>
<b>Daily Responsibility</b>	<ul style="list-style-type: none"> <li>- Ensure timely completion, on a daily basis, of designated personal tasks.</li> <li>- Work flexibly in order to provide the Grounds Maintenance service in all weathers (including seasonal variations and inclement weather) under the guidance of the Chargehand / Supervisor.</li> <li>- To work in whichever part of the Borough as directed.</li> <li>- To complete any ad hoc tasks as directed.</li> <li>- To assume responsibility for the team in the absence of the Chargehand in order to complete daily tasks.</li> <li>- To undertake appropriate training</li> <li>- Undertake any other related duties as directed by the Chargehand / Supervisor / Manager.</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Grounds Maintenance Operative		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	<b>Weighting</b>
<b>Minimum education/ qualifications:</b>	- Category C1E Drivers Licence	A-I	2
	- Grounds Maintenance Specific Training Certificates or Verification Documents	A-I	3
<b>Minimum experience/ knowledge/ skills:</b>	- Relevant experience in Grounds Maintenance	A-I	3
	- Understanding of Health & Safety in relation to Grounds Maintenance	A-I	3
	- Interpersonal skills at all levels, both verbal and written	A-I	2
	- Ability to work flexibly with a variety of duties both routine and non-routine	A-I	3
	- Ability to work methodically to tight deadlines, whilst maintaining attention to detail	A-I	3
	- Physically fit	A-I	3
<b>Minimum competencies:</b> Customer service	Can demonstrate an understanding of the importance of service delivery with regards to the provision of excellent front-line service.	A-I	3
Personal Attributes	<ul style="list-style-type: none"> <li>- Attention to detail</li> <li>- Reliable, trustworthy and able to work independently with initiative</li> <li>- Able to take personal responsibility for own work and that of the team.</li> <li>- High level of commitment and positive "can do" attitude</li> </ul>	A-I A-I A-I A-I	3 3 3 3
Working together	<ul style="list-style-type: none"> <li>- Able to understand the importance of teamwork and the need to work together in order to achieve identified outcomes.</li> </ul>	A-I	3
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>- Working outdoors in all weathers</li> <li>- Responsible for vehicles and plant</li> <li>- Working in public spaces</li> </ul>	A-I A-I A-I	3 3 2

<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>
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## **GUIDANCE ON COMPLETING THE JOB DESCRIPTION AND PERSON SPECIFICATION**

In drawing up or revising a job description and person specification managers should:

- a) agree or revise a list of key accountabilities and responsibilities with employee(s)
- b) draft a job description and person specification using the above templates
- c) agree the job description and person specification with employee (s)
- d) get the employee to sign and date the agreed job description and person specification

This would obviously not be appropriate where new post(s) are being created and this should be made clear on the job description by inserting 'New post' in the grade section.

Job descriptions and person specifications should be clear, precise and uncomplicated.

### **Job Description**

Lengthy description should be avoided. It is not necessary to list every job activity that might possibly occur in the job. It is important to identify the key accountabilities and results, which illustrate the full scope of the post.

The job description should therefore:

- use the attached template
- describe each key area of accountability succinctly that will allow a natural introduction to the key elements and will provide clarity in understanding the purpose of the job
- describe each element in a short sentence or two with sufficient precision to enable the reader to understand what is done and why it is done
- avoid the "shopping list" syndrome, i.e. a lengthy list of tasks/functions
- use sentences that start with an action verb e.g. manage, plan, initiate, prepare and use the present tense e.g. monitors expenditure by checking monthly summaries of orders placed to ensure adherence to budget provision
- focus on the significant or key features of the job, distinguishing between the tasks the individual actually carries out and those that he/she has set others to carry out, thus distinguishing between direct responsibility and managerial responsibility
- avoid detail of how activities are undertaken as these should be covered by an appropriate office procedure
- express performance standards using qualitative and quantitative information
- be written in clear, concise language keeping words to a minimum, avoiding duplication and acronyms
- not use language which may be viewed as discriminatory e.g. man management

The template includes space for six key areas of accountability: additional ones can be inserted but it is unlikely that any job cannot be encompassed within twelve key areas.



## **Person Specification**

The person specification should always be kept in the same document following on from the job description. It details the education, qualifications, experience, knowledge, skills, competencies and other requirements necessary to do the job. These requirements must have a demonstrable link to the job description and they must also be objective, and measurable.

The person specification should therefore:

- use the attached template
- only include education/qualifications that are essential where the individual would not be able to operate in their profession without them, making it clear that equivalent qualifications e.g. those obtained abroad will be considered
- be explicit in the types of experience that are required, recognising that these may be acquired other than in paid work
- only specify length of experience where this is required to meet e.g. registration standards – quality, not quantity is the key
- include the type of knowledge essential for the postholder to perform the job such as certain legislation, industry specific knowledge
- indicate the specific skills and abilities required e.g. people management skills, interpersonal skills, numerical skills
- specify the level of competency required for *all* staff in the six core competencies, plus the two further competencies for those who manage others, using the competency framework
- include, where necessary, up to a further four technical competencies, using the competency framework
- for posts with access to children and vulnerable adults include specific criteria relevant to this area e.g. ability to understand the difficulties and pressures associated with caring for children/vulnerable adults and to demonstrate appropriate coping mechanisms
- only include items under special conditions that cannot be included under other sections e.g. requirement to travel between sites
- show, for each of the criterion, how it is to be measured

Care needs to be taken to ensure that criteria are not unnecessarily restrictive, excluding some people from applying. For example if there is an occasional need to attend committee meeting in the evenings, careful consideration needs to be given as to whether this is an essential part of the job as it could otherwise be viewed as indirectly discriminatory towards women.