

HAIG HOUSING TRUST JOB DESCRIPTION

Job title: Grounds Maintenance Operative

Reports to: Grounds Maintenance Team Leader

Line management: No management responsibilities

PURPOSE OF THE JOB

1. To undertake high quality grounds maintenance including grass cutting, bed maintenance, tree and shrub pruning and to undertake efficient and effective caretaking functions such as external cleaning of roads, paths and communal areas and refuse disposal on the Trust's estate(s).
2. To ensure that equipment and tools are properly used, maintained and stored in accordance with health and safety requirements and Haig Housing's Health & Safety Policies and procedures, and that protective clothing is kept clean.
3. To deal courteously and fairly with tenants, monitoring and reporting any visible breaches of tenancy agreements or nuisance by persons on the estate.

PRINCIPAL ACCOUNTABILITIES

1. As directed by the Grounds Maintenance Team Leader, to carry out grass cutting, planting, weeding, pruning and clearing of the external areas so that the estate grounds and external common parts are cleaned and maintained to the highest possible standard within available resources and tenant satisfaction levels are, if possible, improved.
2. As directed by the Grounds Maintenance Team Leader, to deliver the Trust's Assist the Elderly Scheme on the estate so that tenants' grass and hedges are cut to the highest possible standards within available resources and tenant satisfaction levels are, if possible, improved.
3. To ensure that all tasks and processes are carried out in accordance with Health and Safety requirements, and that the Grounds Maintenance Team Leader is informed immediately of any defective items or unsafe areas.
4. To ensure that all the Trust's grounds maintenance plant and machinery are properly and safely maintained and that all equipment, materials and tools are stored safely and securely so that risk of injury, loss and repair costs are minimised.
5. On a daily basis to inform the Grounds Maintenance Team Leader of any matters relating to the condition of the estate such as graffiti, dumped

refuse, broken or defective lights, paths and paving and of any apparent tenancy breaches such as cars parked without permission.

6. To ensure that tenants are treated fairly and with courtesy at all times; report any tenants who may be vulnerable due to age or disability, problems, incidents or complaints to the Grounds Maintenance Team Leader.
7. Use tact and diplomacy to deter vandalism and bad behaviour by persons on the estate, report any incidents witnessed to the Grounds Maintenance Team Leader.
8. Ensure that you are familiar with and comply with the Trust's policies and procedures at all times.
9. Carry out any other reasonable duties as directed.

PERSON SPECIFICATION

1. Relevant horticultural qualification or at least one year's multi-skilled grounds maintenance experience.
2. Aware of need to be 'customer' focused; ability to communicate with tenants.
3. Knowledge of Health & Safety at Work requirements.
4. Basic literacy & numeracy