LANDSCAPE TECHNICIAN LEVEL 1

SHIREGREEN, SHEFFIELD

£13,680 TO £15,200 PER ANNUM, 40 HOURS PER WEEK

We are currently looking to recruit a Landscape Technician level 1 to work within Estate Services, a key section of the Property Services division. Estate Services is responsible for delivering a high quality and cost effective grounds maintenance, cleaning and caretaking service throughout the UK.

You will be based at our Shiregreen, Sheffield depot and become part of a busy team providing an effective and successful grounds maintenance service, designed to meet our customers' needs and expectations. This will include the operation of relevant grounds maintenance equipment and machinery, as well as the use of some chemicals (pesticides). Operations will include grass cutting, shrub bed maintenance (weed control, pruning etc) and litter picking.

This challenging yet rewarding role requires an enthusiastic, highly motivated and flexible team player who will play an important role in contributing towards the continuous improvement of our estate services. With good interpersonal skills you will be expected to respond positively to customers enquiries and provide the very best in customer service. You will be responsible for ensuring tools and equipment are maintained in good condition and help to maintain accurate records relating to your work

Regular driving to various parts of the estate will be required, for which a company vehicle will be provided.

Excellent benefits include 24 days annual leave and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2414.

Closing date: 5pm on 22nd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

LANDSCAPE TECHNICIAN (LEVEL 1)

Reports to:	Estate Staff Supervisor
Scope:	▪ Scheme based ▪ Regular driving to various schemes may be required ▪ Working outdoors in all weathers completing physically demanding work ▪ Use of hazardous substances e.g. chemicals
Job Purpose:	To provide an effective estate maintenance service that meets contract and customer expectations.

CONTEXT

This job sits within the Estate Services team based in the North region(s), which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective estate and property repairs service throughout the UK.

The job holder will provide day to day support in the delivery of estate service contracts, specifically undertaking basic grounds maintenance duties as required. This will require operating machinery and some use of chemicals and other hazardous substances. The job holder will be required to be courteous and polite to customers and other staff at all times.

The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services which may include; lawn maintenance, application of approved herbicides and pesticides, shrub pruning, and other similar grounds maintenance duties. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. To keep estates well maintained and clean in accordance with grounds maintenance contract specifications applying basic horticultural practices.
   Measure: Timely completion of allocated duties within contract specifications, basic horticultural practices applied

2. Provide accurate and timely information on progress and advice that is easily understood by the customer and ensure accurate daily work records are completed.
   Measure: Customer feedback, electronic and paper records accurately updated

3. Respond positively to complaints and breakdowns in service delivery to meet customer expectations in accordance with contract specifications and escalate complaints as appropriate.
   Measure: Customer feedback and service delivered to contract specifications, complaints appropriately escalated

4. Ensure tools and equipment are maintained in good condition and continue to be suitable for required tasks.
   Measure: Tools and equipment maintained in good working order

5. Use equipment and materials in a safe manner, as instructed and in accordance with risk assessment and method statements and the manufacturer's guidance.
   Measure: Accidents and near misses, equipment used in accordance with specifications

6. Carry out all hazardous tasks such as spraying in accordance with supplier guidelines and in a safe manner, ensuring relevant records are maintained to comply with health and safety and legal requirements.
   Measure: Accidents and near misses, accurate records maintained

RESOURCES

Finance	Awareness of delivering value for money services / efficient use of resources
Staff	None
Other	Company vehicle (where appropriate) for business use only Use and maintenance of tools, equipment and stocks Service provision up to two regions

PERSON SPECIFICATION

Competencies

Adaptability	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.
Communicating and Influencing	Demonstrates appropriate two-way communication, listening and asking questions to check understanding of self and others; uses clear plain English, whether verbally or in writing to convey messages and/or technical information.
Continuous Improvement	Is focused on doing a good job and works hard to achieve objectives set by others. Demonstrates a desire to improve own performance.
Customer Service	Delivers a helpful and friendly service to customers. Provides useful information and monitors customer satisfaction.
Decisiveness	Reacts to issues as and when they arise, operating within own level of decision-making authority.
Problem Solving	Makes sense of a simple problem by listing out different issues or by recognising when it is the same as one previously encountered.

	Essential	Desirable
Qualifications and Attainments		
▪ GCSE Grade C or above in English and Maths (or equivalent)		√
▪ Pesticide Application Certificate PA1 – PA6 (or equivalent)	√	
▪ Full, current driving licence		√
Work Experience		
▪ Recent experience of undertaking a similar role	√	
▪ Some practical experience of operating machinery	√	
▪ Some experience interpreting written instruction and maintaining simple written records	√	
Skills		
▪ Good communication skills including clear written and spoken English	√	

Landscape Technician Level 1
Duties and Responsibilities

Job Purpose	To provide an effective estate maintenance service that meets contract and customer expectations
All tasks to be carried out in line with Group Policy and scheme specification, the below are provided as an indicative list of the types of tasks asked of this role, it is not an exhaustive list and other duties requiring similar skill levels may be required.	
Specific	• Applying herbicides and pesticides for the treatment of weeds and moss • Maintain communal lawn areas using ride on and pedestrian machinery • Remove and dispose of litter • Maintain lawn edges with appropriate machinery and tools • Maintain communal pathways, car parks and drying areas • Maintain communal shrub areas with appropriate machinery and tools • Carry out risk assessments where applicable • Weekly stock control checks • Maintain vehicle, trailer tools and equipment in line with Group policy • Assist with access and monitoring of contractors • Attend site inspections • Act as first point of contact to residents/respond proactively to need • Liaise with residents regarding anti-social behaviour and report to office • Liaise with scheme managers and act on requests where appropriate • Assisting with carrying out minor tree work
General	• Assist with operational base hygiene • Report the presence of any bulky items for removal • Report any ASB issues to line manager • Report any required repairs to line manager • Be responsible for company issued electronic devices inc phone, PDA, sat nav etc • Identify any H&S issues and report to line manager