** JOB DESCRIPTION**

**Post Title: Estates Assistant**

**Job Summary**

To assist in keeping the Associations gardens to a high standard and to contribute generally to the work of the Maintenance Department.

**Accountable to:** Head of Housing and Maintenance

**Line Managed by:** Senior Maintenance Officer

**Person Specification**

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| Person Specification Criteria | Essential | Desirable |
| **Education and Training** |  |  |
| NVQ level 2 or similar in horticulture |  | ✓ |
| COSHH training |  | ✓ |
| Fire safety training |  | ✓ |
| First aid training |  | ✓ |
| **Experience** |  |  |
| Experience of health and safety legislation |  | ✓ |
| Experience of working for a large estate |  | ✓ |
| Knowledge of garden machinery and tools | ✓ |  |
| Knowledge of plants and shrubs | ✓ |  |
| Knowledge of plumbing and electrics |  | ✓ |
| General maintenance tasks such as painting, minor repairs, carpentry. | ✓ |  |
| **General Skills and Abilities** |  |  |
| Able to work independently | ✓ |  |
| Able to empathise with older people | ✓ |  |
| Able to work outside even during wet, cold and snowy weather | ✓ |  |
| Able to work as part of a team  Ability to be flexible depending on the demands of the service | ✓  ✓ |  |
| **IT Skills**  Basic knowledge of Ms Office Skills (Word, Excel, Outlook) |  | ✓ |

**Key Responsibilities**

**Grounds Maintenance**

* To carry out day to day maintenance of the gardens under the supervision of the head gardener, including mowing and edging lawns and removal of grass cuttings, tending flower beds, clipping hedges and trees, removing litter, sweeping drives and paths, snow clearance and watering plants.
* To assist in the creation of planting schemes.
* To keep the greenhouses, sheds and surrounding areas clean and tidy.

**Estate Maintenance**

* Carry out general maintenance tasks such as void flat preparation, mechanical site checks and general flat maintenance.
* Ad hoc caretaking tasks such as furniture removal, spring cleaning, white lining path edges as and when required.
* Maintaining a variety of records and monitoring Meter Readings
* To keep garden machinery, hand tools, maintenance machinery and tools in good order.
* To be aware of the Associations requirements with regard to safe working practises as laid down in the Health and Safety policy. Reporting to the Head caretaker/gardener any perceived hazards to staff, residents or members of the general public.
* Daily cleaning of communal areas including infection control, refuse collection cleaning of office areas as and when required.

**General:**

* Being aware that the Association actively encourages a high level of involvement from residents in the management of their homes and the services provided, and helping the residents to become involved whenever possible,
* To undertake all relevant and compulsory training
* To undertake any other duties consistent with the overall aim of the job as required by the Head Gardener and Senior Caretaker.

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details.

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**Competency Framework**

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

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| Competence | Description | Behaviours |
| Communicating effectively, internally and externally | Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences. | Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness.  Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively. |
| Working as a team | Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success. | Proactively contribute to the work of the whole team.  Actively seek input from a diverse range of people.  Be open to taking on different roles |
| Developing skills and knowledge | Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development | Identify own skills and knowledge gaps to inform own development and discuss these with line manager  Recognise and take time to achieve own learning and development objectives. |
| Delivering effective performance | Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way | Focus on providing the right solution and keep relevant parties up to date on progress.  Take responsibility for the quality of own work and keep line manager informed of how work is progressing.  Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks. |