

Greatwell Homes

Job Description

Post Title: Trainee Tree Surgeon (ID0069)

Responsible to: Estate Services Supervisor

Responsible for: None

Main purposes of the Job once completed training plan:

Helping the Association meet its corporate objectives, by completing all tree surgery that is required within the Association's property/land and providing a customer focused internal and external caretaking service to the Association's housing estates and other property/land within its ownership or management.

Activities within the role include but are not limited to:

1. The role will involve working in a team undertaking a wide variety of tree work including ground-based chainsaw work, aerial tree surgery, pruning, identifying basic trees and shrubs and plant health.
2. Provide landscaping and grounds maintenance services, which may include mowing lawns and grassed areas, weeding, pruning, applying herbicide as instructed, planting, flowerbed maintenance & tree surgery.
3. Carrying out risk assessments and include safe systems of working within the public domain and a plan for public segregation.
4. Ability to work at heights and deal with physically difficult site conditions whilst carrying out the required duties/tasks.
5. Undertake a wide range of other general caretaking duties including minor internal and external property repairs, litter picking, sweeping, waste & refuse collection and removal, fly tipping removal and correct disposal, clearing, cleaning and preparing a range of properties for occupation and the ongoing cleaning and tidying of the internal communal areas, walkways and communal external landscaped areas.
6. Clear the overgrown gardens of individual properties as required and correct disposal of all green waste from such activities.
7. Carry out some minor repairs of a basic, semi-skilled nature in line with agreed procedures.
8. On the job supervision and coaching of apprentice estate caretaker from time to time as directed.
9. Keep records and maintain equipment, tools, plant and sundry items in line with Association procedures.
10. Where a vehicle is supplied, take responsibility for arranging upkeep and maintenance in line with Association procedures.
11. Respond to enquiries and liaise with residents and other parties (such as contractors) on matters within your areas of responsibility.
12. Meet or exceed performance targets and strive for continuous improvement to deliver a high-quality service that generates excellent levels of customer satisfaction.

13. Encourage customer feedback on your service delivery including quality, timescales and overall performance.

14. Contribute to the efficient flow of communications and develop effective working relationships with colleagues and with other external stakeholders, including Wellingborough Council to ensure that business needs are met, and risks/opportunities are identified and managed.

15. Promote the Association internally and externally so as to ensure a positive external image and a highly motivated workforce.

Corporate Responsibilities

To promote the organisations corporate values actively and effectively. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.

Play an active role in contributing to effective cross team working/departmental projects and provide cover for colleagues as required.

To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders always ensuring compliance with the Data Protection Policy.

To ensure regulatory compliance and effective risk management within your role inline with the Risk Management Policy.

To uphold the Associations commitment to Equality and Diversity.

To be aware of your personal responsibilities in relation to the Business Continuity Plan and deliver against the requirements specific to your role.

To be aware of your personal responsibilities regarding the Health and Safety at Work Act and ensuring that the Associations Health & Safety policy is adhered to in all aspects of your work.

Act at all times within the organisation's rules, policies, procedures, standing orders, financial regulations and Code of Conduct.

Other

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. The post holder may be expected to:

- To carry out other duties not specified in the job description that are commensurate with this position, as requested from time to time
- Occasional work outside normal office hours including some evenings and weekends.
- This role is subject to completing relevant qualifications in the 1st year of employment.

Job Descriptions are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the Association.

Special Conditions:

Physical

Physical fitness and strength (for lifting items and operating electrical and mechanical equipment) and the use of equipment subjecting the user to hard arm vibration (including but not limited to grass cutting machinery and other buildings & estates electrical and mechanical equipment) are genuine occupational requirements of the role.

Hazards

The work includes the collection for safe disposal of waste from properties, gardens and communal areas which may, from time to time, include hazardous waste (e.g. discarded syringes and needles). Employees are required to participate in regular health surveillance, risk assessment and training relating to the activities within the role and to ensure their compliance at all times with safe systems of work, including but not limited to, operating, maintaining and storing equipment in accordance with manufacturer's instructions and the use, care and maintenance of personal protective equipment.

General

Employees are required to participate in regular risk assessment and training relating to the activities within the role and to ensure compliance with safe systems of work, including but not limited to, operating, maintaining and storing equipment in accordance with manufacturer's instructions.

Driving on Business

The post holder must have a current and valid driving licence for manual gear box vehicles; the licence must be valid in the UK.

The post holder may reasonably be required to meet the requirements of the insurance provider for the Association's commercial vehicles [van and box van].

- Are required to participate in regular health surveillance, risk assessment and training relating to the activities within the role.
- Must have, and maintain, a valid vehicle driving licence for the UK.
- Are subject to on-going review of the findings of an Enhanced Criminal Records Disclosure Statement, the findings of which must be acceptable to the reasonable requirements of the Association.

May reasonably be required to engage in relevant vocational learning and development programmes from time to time.

Greatwell Homes
Person Specification – Trainee Tree Surgeon

	Essential	Desirable	How Assessed*
Qualifications	GCSE education or equivalent through relevant training/experience.		A
	Successfully completed a level 2 NVQ in a relevant topic or have a relevant vocational qualification in either horticulture/landscaping		A
Experience	Experienced in residential and/or parks & gardens maintenance OR experience of residential and/or commercial buildings maintenance.		A/I
	Proven track record of complying with safe systems of work in areas accessible to the public and the use of personal protective equipment		A/I
	A proven track record of working as a team player.		A
	Experience of working within a customer focused environment.		A/I
Skills/ Knowledge/ Behaviours	Commitment to delivering high quality customer services and commitment to continuous improvement.		A/I
	Good numerical and analytical skills and an ability to understand and interpret information.		A
	Excellent verbal and written communication skills.		A
	Effective and positive relationships and networks with internal and external stakeholders.		I
	Ability to work under pressure, dealing with competing priorities.		I
	Good organisational skills and the ability to prioritise.		A/I
Other	Willingness and able to work a flexible working week including occasional weekends and evenings.		

	Basic Disclosure Barring Service (DBS) Statement (acceptable to Greatwell Homes).		
	Full Valid UK (or equivalent) Driving Licence.		
	Your physical fitness and strength should be such that you can lift awkward and heavy items [subject to any reasonable adjustments].		

* A = Application

* I = Interview