

London Borough of Lambeth**JOB DESCRIPTION**

Job Title:	Lambeth Landscapes Gardener (Vauxhall Area) (Two year Fixed Term Contract)
Directorate:	Neighbourhoods and Growth
Division:	Neighbourhoods, Environment and Employment
Business Unit:	Neighbourhoods
Grade:	Scale 3
Responsible to:	Lambeth Landscapes Operations Supervisor
Responsible for:	N/A

Main purpose of post

The post holder will assist the Lambeth Landscapes Operations Managers in providing an effective and efficient service, carrying out horticulture and park keeping duties as directed. The job may also involve general and specialist cleaning, grounds maintenance and waste management duties.

The post holder will take responsibility for meeting specific aspects of the grounds maintenance specification across four parks in the Vauxhall area: Vauxhall Park, Vauxhall Pleasure Gardens, Pedlar's Park and Old Paradise Gardens; and for the safe and efficient operation of equipment to ensure that financial costs and environmental burdens are minimised.

Advise the public and support other stakeholders in respect to environmental objectives, resolving day to day issues creatively and sensitively and acting as a good ambassador of the Council at all times.

Maintain high levels of customer satisfaction with the service.

Key Unit Accountabilities

1. Provide a high standard horticultural service across the four sites. Undertake a broad range of horticultural duties using hand tools and mechanical appliances. This will include: identification of a wide range of plant and weed species; digging, forking, hoeing, raking, weeding, pruning, mowing, strimming, edging, and mulching; preparing, planting and maintaining seasonal bedding schemes; maintenance of ornamental shrubs, herbaceous plants, roses and semi mature trees; maintenance of turf areas including mowing, aeration, top dressing, seeding and preparing and laying turf; preparing, sowing and maintaining annual seed beds; the application of pesticides, herbicides and fertilisers; manual or cultural control of invasive weed species; maintenance of naturalised areas including meadows and woodlands.
2. Operate and undertake routine maintenance of horticultural machinery including: cylinder, rotary, and flail mowers, trimmers, brushcutters and hedgecutters. Ensure all tools and equipment are kept clean and maintained as directed. Carry out maintenance duties in accordance with good horticultural practice.

3. Ensure the areas of responsibility are kept clear of litter and other rubbish.
4. Clean and maintain hardstanding areas.
5. Remove epicormic tree growth and undertake basic arboricultural work.
6. Compost appropriate green waste and manage composting areas.
7. Provide a range of grounds maintenance duties including litter-picking, grass-cutting and shrub maintenance.
8. Ensure that a high standard of customer care is provided at all times when dealing visitors.
9. Carry out all tasks in strict observance of Health & Safety policies and procedures and risk assessments at all times, including those for the safe operation of machinery. Additionally, all uniform and Personal Protective Equipment provided is to be worn as appropriate or as directed.
10. Report to the Lambeth Landscapes Operations Supervisor all defects and 'wear and tear' to plant and machinery immediately.
11. Identify and control as appropriate any hazards which may cause a risk to a member of the public or staff and ensure these are reported to the Lambeth Landscapes Operations Supervisor or a Senior Park Attendant.
12. Develop and maintain good relations with Friends' Groups and other organisations involved with the management of the sites worked at.
13. Take all reasonable actions to improve the wildlife value of the sites worked at and help protect the environment through careful and minimal use of chemicals.
14. Carry out allocated grounds maintenance operations effectively and efficiently in accordance with the specification, ensuring that all service level/key performance targets are met. Monitor the quality of the service to ensure a consistently high standard is maintained. Work with managers to raise standards and seek excellence across all services and to ensure that services are integrated at point of delivery. Work co-operatively alongside other staff members as part of a team as and where operations indicate. Provide high quality services with enthusiasm and passion to help to improve customer satisfaction. In addition, carry out repairs and maintenance, waste management, litter picking, cleansing (including public toilets) and park keeping duties as directed.
15. Inspect and report any defects to playground equipment, water features, seats and any other features or structures.
16. Unlock and lock park gates if required. This may involve out of hours work subject to additional payment, or changes to core hours.
17. Support the implementation and operation of the latest information and communication technology which will be designed to enhance efficiency, safety and rapid communication. This may include live GPS tracking of all operations, in-cab and handheld devices, 360 degree cameras on all vehicles, on-board weighing, RFID chips, systems to improve fuel economy and routing software.
18. Ensure that you wear the correct uniform and personal protective equipment appropriate for the task while on duty and that it is in a clean and safe condition.
19. Undertake the appropriate checks and inspections as required and ensure vehicles, plant and equipment are maintained in a clean and safe condition.
20. Liaise with the public and be an ambassador on behalf of the Council, responding positively and sensitively to customer enquiries or complaints as they arise and where necessary reporting and making recommendations to the Supervisor.

21. Ensure all complaints or defective work are rectified promptly within specified timescales and accept reasonable instructions from managers. Record and report Public Realm defects, potential offences and problems through the established reporting system.
22. Achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager. Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
23. Assist in the implementation of productivity increases to bring the operation in line with industry productivity norms. Co-operate with the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce cost or environmental burdens.
24. Give full co-operation in the implementation and operation of the latest information and communication technology which will be designed to enhance efficiency, safety and rapid communication.
25. Give total commitment to developing and maintaining an excellent health and safety culture within the organisation and a high level of awareness amongst all staff working together towards zero accidents and work related ill health. Report any potential dangerous hazards or occurrences identified during the working day to area supervisor or team leader.
26. To ensure high levels of service, staff will be required to work all Public Holidays excluding Christmas Day and there will need to be staff on standby to deal with emergencies. This will not prevent individual staff members from not working on any particular Public Holiday, provided adequate cover is available to meet the needs of the service on that day. Work agreed overtime after Public Holidays or other disruptions to the normal service as required.
27. Support ways of working to improve recycling, waste minimisation and maintenance of parks and open spaces. Also to record and report areas of grounds maintenance not meeting service standards.
28. Take care not to cause damage to Council or third party vehicles, plant, equipment, property etc. and where damage is caused to report any incident to your team leader or supervisor at the earliest opportunity.
29. Undertake a range of Public Realm duties as required, including where directed work on Winter Service duties to an agreed winter maintenance plan if your particular service is suspended due to adverse weather conditions. To work to an agreed winter service plan when you will be expected to work for reasonable periods of time in winter conditions. You will be provided with the appropriate warm PPE for working in cold weather conditions.
30. At all times carry out responsibilities and duties in accordance with all relevant legislation, codes of practice and Council policies and procedures.
31. Work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary, cross-department and cross-organisational groups and task teams. Undertake other duties commensurate to the grade of the post.
32. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others: Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
33. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Person Specification

Job Title: Lambeth Landscapes Gardener (Vauxhall Area)

Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing Criteria marked Application (A).

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Two Ticks" (✓✓) on the person specification when you complete the application form.

	Key Knowledge and Skills	Shortlisting Criteria
K1	A nationally recognised horticultural qualification or the willingness to gain one	A
K2	Proven working knowledge and application of key horticultural skills	A✓✓
K3	Working knowledge of grounds maintenance plant and its operational use	A
K4	Good communication and interpersonal skills to deal with and engage a broad range of people and clients in the work of the service	
K5	Motivated to take pride in the work undertaken and to deliver a strong customer focused approach to service delivery	
K6	The ability to form, build and maintain strong, effective working partnerships with others including other team members, other Council staff and members of the public	
K7	Able to work singly or in a team with minimal supervision	
K8	A working knowledge of health and safety policy and the ability to monitor and ensure service compliance; and be willing to follow health and safety procedures and guidelines	
K9	The ability to monitor and ensure service compliance	
K10	Able to work the hours that are required to fulfil the job requirements, including early and late shifts, weekend cover and covering emergencies as and when required	
K11	Able to carry out physically demanding and heavy manual work; and a willingness to work outside in all weathers, providing it is deemed safe to do so and the appropriate PPE is provided	
K12	The ability to carry out duties in accordance with policies	
K13	Possess basic literacy and numeracy skills or a willingness to participate in training	
K14	Possess basic IT skills, including email and use of smartphones / handheld devices; or a willingness to participate in training	
	Relevant Experience	
E1	Substantial experience of grounds maintenance operations in parks or other open spaces, preferably in a public realm context	A✓✓

Other Requirements		
	A full, clean UK driving licence is desirable, but may not be essential	
	This role may require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service (DBS) formally known as the Criminal Records Bureau (CRB) Disclosure	
Key Behaviours		Shortlisting Criteria
	<p>Focuses on Citizens: (Level 1) – Responds appropriately to citizens</p> <ul style="list-style-type: none"> • Gives friendly and polite advice • Follows up customer enquiries or requests for information • Seeks ways of helping citizens rather than sticking rigidly to the ‘rules’ • Corrects problems promptly and without getting defensive 	A
	<p>Takes Ownership: (Level 1) – Is motivated to do a good job</p> <ul style="list-style-type: none"> • Responds to problems in own area of responsibility. • Suggests solutions even if outside area of responsibility. • Willingly takes on tasks outside job scope 	A
	<p>Works Collaboratively: (Level 1) Works well with others</p> <ul style="list-style-type: none"> • Is a good team player and does their share of the work • Shares relevant or useful information with others • Values others input and expertise 	A
	<p>Committed to the Borough: (Level 1) – Talks positively about the Borough</p> <ul style="list-style-type: none"> • Talks positively about the Borough e.g. to citizens or people in other organisations • Expresses pride and/or commitment to delivering excellent services 	
	<p>Manages performance for outcomes: (Level 1) – Delivers tasks well</p> <ul style="list-style-type: none"> • Delivers tasks to agreed deadlines and quality standards • Is reliable and delivers on commitments 	A
	<p>Empathy: (Level 1) – Listens to others</p> <ul style="list-style-type: none"> • Listens attentively and responds calmly and professionally 	