

Job Title:	Team Manager – Greenspace	
Location:	North West Region - Liverpool / St.Helens / Warrington	
Responsible to:	Contract Manager	
Responsible for:	Operational, Administration Staff, Contractors	
Key Metrics	Key Responsibilities	Metrics
	Direct and Indirect Staff numbers and staff budgets	20 – 25 staff circa £750k pa
	Income and Expenditure budgets	Turnover circa £1.5 million pa
	Target Surplus	8%
	Overall financial control, operational control and governance of contract arrangements including H&S for group and non-group clients, domestic and commercial premises undertaking: <ul style="list-style-type: none"> • Horticultural and Landscaping Activity • Subcontractor Management • Arboricultural Maintenance Activity 	

PURPOSE OF THE POST:

1. To work as an integral part of the company's Operations Team for the delivery of a first class construction and maintenance service for the company's customers' and client organisations.
2. To schedule and manage all types of grounds maintenance or facilities maintenance activities. This activity will require grass cutting, pruning, strimming, weeding, spraying, landscaping and associated horticultural activities.
3. To lead on workstream activities including contract administration, financial monitoring and delivery of business targets.
4. Ensure the delivery of a performance related culture ensuring the highest standards of customer care and service delivery are met through effective management and taking a lead role in managing resources.

KEY RESPONSIBILITIES:

1. Lead and deliver agreed contract performance targets within the team ensuring that the quality of service given to all customers is the highest possible, ensuring a commercial return by the application of continuing service improvement. To direct and motivate staff and contractors and promote good employee relations within the team to provide an efficient, professional and high quality service or delivery of a project.
2. The role is specifically designed to afford effective and efficient support to the environmental maintenance activity and as appropriate, will include; environmental cleaning, removal of environmental & general waste etc. leaf collection, removal of trees, winter gritting, ground works

and excavations, carrying out landscaping and planting, general environmental activity commensurate with the role, in order to complete projects to the satisfaction of customers, clients, manager or other nominated designate.

3. To assess the workload through forecasting and performance measurement for the team's area of work to determine priorities and operational requirements in order to meet defined objectives.
4. To manage all the resources provided for repair and maintenance in order to ensure an effective and efficient outcome and to plan and schedule works so that they are carried out:
 - a. within agreed cost limits
 - b. within agreed time scales
 - c. to specified standards
 - d. surpassing customer/client expectations
5. Make best use from available IT systems in the organising and delivery of the service to ensure that real service benefits accrue through proper exploitation of IT and new technology.
6. Ensure all staff and contractors you are responsible for maintain their material stock and perform regular checks to ensure the vehicle / plant is managed and maintained.
7. To investigate areas of high cost, inefficiencies and poor performance and make necessary changes to operational working practices to deliver projects to programme.
8. To ensure compliance with the contract administration process including completion of all necessary documentation correctly and in a timely manner.
9. Monitor performance against objectives and take necessary action to ensure that your team achieves all its contractual obligations.
10. To assist in the preparation, planning and implementation of the training needs of the workforce including Lead Technician development.
11. To work as part of an integrated project team to monitor and control the day to day costs and profitability of the projects and staff under your direct responsibility.
12. Ensure adequate supervision of staff so that correct standards are maintained and specifications and priorities are strictly adhered to, including carrying out inspection of completed work.
13. Control employees' attendance times and arrangements for leave and sickness absence.
14. Take decisions as required on the progress of works because of bad weather, poor working conditions or safety reasons, ensuring that the customer is kept informed.
15. Where required work as part of a rota to supervise and receive calls out of normal working hours relaying work instructions to staff to provide a seamless operational service to customers (separate agreement).
16. To plan and organise works in order to facilitate client contract conditions and work flexibly in a reasonable way given all the circumstances.
17. Promote positive health and safety throughout the service and operational workforce.
18. To issue instructions and works orders to subcontractors.
19. To investigate and satisfactorily resolve customer complaints and enquiries. Provide support and assistance to colleagues within the team through training, coaching and leading by example.

20. Effectively lead and manage all people issues in line with policies, strategies, and guidance from HR Support.
21. Implement effective performance management systems to meet the requirements of HMS.
22. To deputise for the Contract Manager post as required.
23. To carry out such other duties and responsibilities as are consistent with the concept of the role.

CORPORATE RESPONSIBILITIES:

1. Have knowledge of HMS's Corporate Objectives and promote its Mission, Values and business focuses at all times.
2. Comply at all times with all HMS and Group policies and relevant legislation including Data Protection, Customer Care, Equality & Diversity, Health & Safety and Financial controls.
3. To understand current operational business priorities and performance targets.
4. Communicate openly and positively with customers.
5. Support the continuous improvement of quality management practices and systems.
6. Contribute to the development of HMS business planning process.
7. Carry out appropriate Risk Management by adhering to the HMS Health and Safety Strategy and Policy Framework and contributing to a positive Health and Safety Culture.
8. To develop and actively manage close working relationships with the Client Teams and other key stakeholders for the management and monitoring of contracts, ensuring all financial information and procedures are in place and adhered to and are delivered in a timely and regular manner with proactive solution-focused support.
9. Responsible for the generation and implementation of innovative and proactive service developments, which will deliver cost effective and efficient services and Business Growth.
10. Actively support the development of Business Growth with new customers and clients.

Person Specification



Job Title: Team Manager Greenspace

CRITERIA	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification		
ONC / NVQ Level 3 in Horticulture, Landscaping related discipline.	E	AF/C
HNC / HND in Facilities Maintenance or associated discipline.	D	AF/C
NVQ Level 3 or equivalent in management related discipline.	D	AF/C
SMSTS/IOSH or similar Health and Safety Qualification.	E	AF/C
PA1/PA6 spraying	E	AF, C
2. Experience and Track Record		
Able to demonstrate good knowledge of horticultural and landscaping activities.	E	AF/I
Site health & safety awareness.	E	AF/ I
Experience of using a computerised systems.	E	AF/ I
Full UK or EU driving license.	E	AF/ C
Good understanding of maintenance contractual requirements.	E	AF/ I
Proven employee management skills which enable the post holder to manage a multi-disciplinary team.	E	AF/ I
Minimum 2 years' experience in a management/supervisory position.	E	AF/ I
The implementation of performance measures, and development of staff though coaching.	E	AF/ I
Experience of implementing new initiatives.	E	AF/ I
Experience of using bespoke maintenance / scheduling computer packages	D	AF/ I
Flexibility in approach to hours worked.	E	AF/ I
3. Managing Change		

Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements.	D	AF/
Flexible in outlook and able to change direction at short notice.	E	AF/ I
Anticipates reactions to change and new interventions and suggests appropriate responses.	E	AF/I
4. Leadership and Vision		
Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.	E	AF/ I/T
Leadership skills which enable the postholder to motivate the employees effectively and quickly.	E	AF
5. Interpersonal Persuasion and Influencing		
Passionate, committed and self-motivated to inspire others to change.	E	AF/I
Able to demonstrate initiative when dealing with situations and completing tasks.	E	AF/I
Presentation and negotiating skills which enable the postholder to represent the association credibly in difficult and complex negotiations with customers, employees, TU partners and other external agencies.	D	AF/I
6. Communication		
Ability to engage with staff, peers, customers and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.	E	AF
Competent user of the digital/social media channels and their role in communication and driving business success.	D	AF
Good communication skills, both written and verbal which enable the post holder to communicate effectively both within and outside the organisation.	E	AF/I/T
7. Financial & Risk Management		
Demonstrable financial awareness and commercial experience.	E	AF/I
Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.	E	AF/I

Person Specification



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Key:

- AF = Application Form
- C = Certificate
- I = Interview
- T = Test