

The Twig Group

Grounds Maintenance Team Leader

Job Description

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Twig Trading Limited – Version 4 (28th January 2020)

twiggroup.co.uk

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JOB DESCRIPTION

Job Title: Grounds Maintenance Team Leader

Responsible to: Projects Manager

Salary: £ As per periodic review

Contract: Permanent

1. Main Purpose of the Role:

The key function of the Team Leader is to:

- i. Manage relationships with customers
- ii. Deliver projects.
- iii. Identify and develop new business opportunities
- iv. Leadership & Management of Project Teams.

2. Key areas of responsibility:

i. Manage relationship with customer

- a. Manage customer service requirements.
- b. Service customer requirements
- c. Be proactive with the customer and other stakeholders on project locations to make sure they feel fully informed.
- d. Comply with all pre & post works, procedures and systems
- e. Customer satisfaction.

ii. Deliver Contracts and Projects

- a. Manage project delivery in-line with business goals in respect of H&S, Quality, Cost, Service and people. See Specific Pin Point Indicators.
- b. Review project delivery in line with business goals in respect of H&S, Quality, Cost, Service and People.
- c. Plan project delivery in accordance and compliant to RSK Quality Management System manual.
- d. Ensure that projects deliver on implicit and explicit customer objectives.
- e. Support pre & post works procedures and systems to enable transparent invoice process through documentation, such as photos, timesheets etc.

- f. Ensure legal compliance on all activities. E.g. RAMS / PUWER / Etc.
- g. Identify, report and undertake commercial opportunities.

iii. **Leadership & Management**

- a. Own, Lead and Manage Grounds Maintenance teams and sub-contractors with, but not exclusive reference to: H&S, Quality, Cost, Service & People. See Pinpoint Indicators.
- b. Effectively communicate all matters relating to the successful or unsuccessful implementation and completion of projects.
- c. Inform Contracts Manager/Chain of Command including and not limited to:
 - i. Contract Performance
 - ii. Exceptional conditions
 - iii. People performance, commitment and capability, and subsequent training need requirements
 - iv. Sub-Contractor performance, commitment & capability.
 - v. Equipment performance efficiencies and maintenance
 - vi. Any key other factors affecting performance or statutory compliance.
 - vii. Action Plans
 - viii. Documentary and Photographic evidence.

3. Key performance indicators and outcomes expected

- a. Legal Compliance: Health and Safety, Risk Assessments, Method Statements, PUWER Regulations, Environmental Assessments.
- b. Projects specifications
- c. Compliance with company Quality management system
- d. Customer Satisfaction
- e. Ownership and Profitability
- f. Teams and Individuals: Capability & Commitment
- g. Sub-Contractors: Capability & Commitment
- h. Pinpoint Indicators regarding H&S, Quality, Cost, Service and People.

4. Behavioural traits expected to be exhibited

- a. Integrity
- b. Passion
- c. Respect
- d. Curiosity
- e. Teamwork
- f. Can-Do
- g. Ingenuity
- h. Enterprise
- i. Diligence

5. Behavioural and Competency: Pinpoint Indicators

The list below is set-out to aid understanding of the requirements of a Team Leader. The list is not exhaustive and should be used as a minimum guide:

Criteria	Team Leader
Objective	Tasks / Jobs / Business activities undertaken, with leadership and continuous improvement ethos, to Specification, Safely, Sustainably, Profitably, OTIF, to the delight of the Client and Twig/RSK
H&S	Leadership: Making H&S happen
	Compliance to Induction Standards
	Compliance to Induction Certificates and Modules
	HS & E Test Certificate and Compliance
	CSCS Green Labourer Card and Compliance
	DBS Attainment and Continuation.
	RAMS Recognition, Sign-off & Compliance
	Dynamic Risk Assessment and Mitigation
	Compliance to LANTRA / NPTC Training Certificates
	Vehicle, Tachograph and Equipment Compliance
	Compliance with H&S Systems, Procedures and Intent
	Housekeeping / Tidiness
	Communicating variance to H & S/SHEQ Standards.
	NMPI Reporting
	Supporting H & S Compliance with Colleagues
	Promoting & Directing H&S Ci Culture with Teams
	Facilitating TBT with Colleagues
	Thinking outside the box to make it happen

Quality	Leadership: Making the quality agenda happen.
	Standing beyond the crowd in measured/inclusive way.
	Compliance to Quality Management Systems (SHEQ)
	Compliance to Task / Job Specification
	Housekeeping / Tidiness / Behaviours
	Attendance at site: OTIF
	Identification of Threats / Opportunities to task plans
	Continuous Improvement ideas/plans to mitigate threats
	Thinking outside the box to make it happen
Cost	Leadership: Taking ownership of Efficiency agenda.
	Punctuality and personal example
	Thinking and Acting "Concurrent Activity"
	Taking ownership of teams, task and quality outputs
	Communicating / Reporting in positive manner.
	Capability & Compliance Standard 'Job' Rates
	Compliance to expense expectation / spirit
	Jobs / Tasks Prior Preparation at all levels.
	Attendance at site: On-Time / In-Full (OTIF)
	Driving 'pace' of task completion.
	Job / Task: Efficient ways of working
	Job / Task: Flexible working to maximise efficiency
	Evidencing job completion to specification.
	Understanding how job/task costs are arrived - Verbal
	Undertake basic specification and costs - Verbal
	Planning and controlling teams for oncoming works.
	Organisation for efficiency for other teams at 'base'
	Thinking outside the box to make it happen
Service	Prior Preparation: 5Ws and How (RAMS Packs)
	Prior Briefings and Communications
	Prior Loading of Tools, Equipment & Raw Materials
	Stakeholder and Client Communication.
	Post Unloading and Housekeeping
	Post Task debriefing
	Vehicle and Equipment Husbandry
	Undertaking non-core equipment checks / servicing at 'base'
	Proactive Problem solving - presenting workable solution
	Yard Organisation
	Thinking outside the box to make it happen

People	Compliance with RSK Employee Handbook
	Task / Team Leadership
	Exemplar behaviours and performance
	Exemplar Timekeeping (Prior Preparation)
	Short Term Sickness / Absence < 2.2%
	Teamwork & Consideration toward others
	Integrity with Self, Team and Company.
	Curiosity, ingenuity and learning / training
	Initiative to develop self, others and the business.
	Undertake Training to develop capability
	Leading with drive and enthusiasm compliance/beyond
	Initiative to develop business capability
	Communicating/Executing Ci ideas in inclusive manner
	Communicating Who, What, When, Where & How with the team
	Full Driving Licence
	B & E within Driving Licence
	Thinking outside the box to make it happen

6. Summary

This role is responsible as outlined in respect of managing customer relationships, delivering projects, leadership and management of both the team and sub-contractors. It is expected that the role will develop and expand in tandem with the business and thus reviews, 'goal setting' and development and improvement will be constant and intrinsically linked.

Team Leader:

Signed:

Line Manager:

Signed: