

Job Title:	Maintenance & Grounds Operative	Location/Service:	CS
Department:	E&F	Reports To:	Maintenance & Grounds Supervisor
Responsible For:	Maintenance & Grounds	Budgetary Responsibility:	None
Level of DBS Check Required:	Enhanced	Expected Regulatory Responsibility:	None
Does the role require travel to multiple sites?	Yes		

Purpose:

This job involves a range of duties that are essential in maintaining and developing the quality and safety of the premises and facilities. The Maintenance & Grounds Supervisor must work as an effective team member and be committed to providing the right environment for people's homes, external spaces and a safe and comfortable workplace. You will be efficient, thorough, responsive, have a positive approach to your work and form positive working relationships.

The Operative is responsible for helping the Maintenance & Grounds Managers and Supervisors with the upkeep and maintenance of the gardens and grounds to ensure that the premises are attractive and safe.

The Maintenance and Grounds Operative will be required to work across the Group.

Key Role Responsibilities/Accountabilities:

- To attend for work reliably and punctually.
- To attend any training as required and take part in a positive manner.
- To know where Hesley Group policies are kept and to be aware of and follow their contents.
- To ensure that all people who use our services and employees have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- To contribute to good communication by (i) checking communication books, noticeboards, diaries, maintenance log and your pigeon hole every time you are on duty to check for information you need to know; (ii) attending meetings as required and; (iii) making sure you inform other employees of things that are likely to be useful to them in their jobs.
- To play a full part in building good relationships with other employees and with people who use our services.
- To carry out general gardening tasks as required.
- To keep hard play areas, paths and roads clean.
- To maintain all boundary fences and hedges in a good state of repair.
- To prepare outdoor sports areas in consultation with PE staff.
- To monitor the condition of any outdoor play equipment and report defects to the Maintenance & Grounds Manager. To keep woodland and shrub areas safe and clear of brambles, nettles, scrub, etc.
- To assist the Property Caretaker with the transportation or movement of heavy objects when requested.
- To keep the grounds clear of litter at all times.
- To ensure the safe condition, use and storage of all tools, equipment and materials.
- To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This



includes contributing to a safe and secure environment for people who use our services. This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures

- To ensure that emergencies are dealt with speedily and effectively.
- To ensure clear access for emergency services at all times.
- To promote and maximise the security of the premises
- To be observant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes the need to report any incident of this type you witness, hear about or suspect.
- To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and it's objectives.
- To carry out general maintenance & grounds tasks to support the provision of safe and welcoming environments.
- To maintain the fabric of the buildings and grounds to required company standards.
- To work effectively as part of the team and contribute to achieving business/service objectives.
- To assist in-house trades, plumbers, electricians & painters across sites as required.
- To actively develop & maintain good working relationships with:
staff and people supported, contractors and trades, family members, visitors and outside agencies
- Ensure all parts of the services environment are safe, welcoming, in good repair and are sensitive to the needs of the individual
- To assist with compliance checks & recording relating but not exclusive to: fire safety & prevention, legionella, electrical safety, powered equipment, premises & grounds.
- Assist with escorting of contractors for specific servicing or repairs at sites.
- To ensure workshops, sheds and stores are maintained in safe & tidy condition.
- Organise & carry out the collection and movement of deliveries & various items as required per site.
- Assist Domestic teams with cleaning tasks as required

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments.

Legal and Statutory Responsibilities for all Colleagues:

Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies.

Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.

Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date.

Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role.

Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.

Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.



Person Specification:

Knowledge

- Essential - Knowledge of general Health and Safety requirements in the workplace
- Essential - Knowledge of Grounds or Maintenance tasks

Skills and Abilities

- Essential - Ability to attend work punctually and reliably
- Essential - Ability to follow schedules and produce good quality work
- Essential - Ability to work effectively in situations where several tasks need doing in a short timescale
- Essential - Ability to carry out gardening and grounds tasks competently
- Essential - Ability to use a range of machinery, tools and materials safely and appropriately
- Essential - Ability to maintain machinery and tools as directed
- Essential - Ability to carry out basic maintenance and grounds tasks to a good standard
- Essential - Ability to maintain positive relationships with people who use our services and other employees whilst working in a busy environment
- Essential - Ability to follow laid down procedures as well as willingness to suggest changes to improve systems
- Essential - Ability to access all parts of the premises, by ladder if necessary and to lift and move objects in line with health and safety guidelines
- Desirable - Ability to communicate effectively, including ability to complete forms
- Essential - Ability to deal with external visitors in a welcoming and helpful manner
- Essential - Ability to maintain appropriate levels of confidentiality

Qualifications

- Desirable - Current cleaning full UK driving license

Experience

- Essential - Experience of using equipment and materials in situations where care is needed to prevent harm to others
- Desirable - Experience of working as part of a team

Our Values and Key Attributes:

All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.

Our Values



Putting People First

We put the people we support, families and colleagues at the centre of all we do.



Passionate About Quality

We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.



Progress Focused

We are passionate about improving lives and work together to enable the people we support to achieve their aspirations.



Prioritising Safety

We embrace a culture of trust and safety so that each of us can perform to our best and thrive.



Universal Attributes



Positive communication

Communication is a two-way street; as well as honesty, we actively listen so we can understand the needs and views of others.



Collaboration

Good collaboration between individuals strengthens the team as a whole, enabling us to share ideas, encouraging others to adopt new skills, while learning from others ourselves.



Open mindset

By taking a non-judgmental approach, we can demonstrate empathy and be seen as approachable, while respecting the culture and opinions of our peers.



Accountability

We are accountable for our own actions, and by sharing the lessons we learn in our working lives, we do things better individually and more broadly as an organisation.

**Last Updated
By:**

Tom Bottomley

Date:

May 2025

