

Job title: Landscape Services Officer

Line manager: Landscape Services Manager

Grade (if applicable): 4

Direct reports: N/A



Role purpose:

Reporting to the Landscape Services Manager you will lead on the day-to-day contract management of landscape services delivery in the region, including garden, invasive weed management and green and brown roof maintenance. You will work with the wider Estate Services team both in-house and contractors to ensure compliance with regulatory requirements and work towards continuous improvement of landscape services.

Key results:

- To manage the day-to-day delivery of grounds maintenance delivered by contractors in the region, ensuring that contractors provide an effective, value for money customer focused and consistent service, achieving business KPIs and KPIs outlined within contractual documents.
- To manage Invasive weeds within the region in line with company policies and procedures.
- To manage the day-to-day delivery of green and brown roof maintenance, ensuring a correct maintenance is implemented and works are completed in line with programmes.
- To assist in the procurement, insourcing and re-tendering of contracts as needed in relation to gardening, grounds maintenance, tree works, green roof, invasive weeds and other contracts involving Landscape Services.
- Carry monthly contract meeting with contractors within region ensuring service delivery quality.
- To work with in-house teams, contractors and wider Estate Services teams to establish and implement effective working arrangements to deliver continuous improvements to Landscape services across the whole group.
- To work with both Estate Services teams and contractors to develop improvement plan for all sites in the region. Working with Neighbourhoods and wider teams to identify funding opportunities.
- Review resident satisfaction surveys and estate inspections looking at areas for service improvements.
- To provides reports as requested to the Landscape Services Manager or the appropriate personnel in the region.
- To work with Development colleagues with regards to new properties / schemes in the region to develop Landscape maintenance services.
- To assess the delivery of works for new builds prior to sign off of completion.
- To act as a point of contact for Landscape Services queries from internal and external customers and stakeholder to provide expert advice and guidance. This includes supporting with party wall and subsidence claims and support with landscaping related repair enquiries such as buddleia and tree root related damage.
- To continuously monitor the Landscape Service budget in the region to ensure that services provide value for money, taking seasonal changes in consideration and ensuring the successful completion of all annual landscape improvement works.
- To assist in the monitoring of the internal and external environment relating to Landscape Services to ensure compliance and best practice are adhered to. This will include Health and Safety, HAVS, COSHH and all relevant regulations to promote a positive health and safety culture across all Landscaping Services.
- To support with training and development of in-house gardeners

Success metrics:

- Completion of quality and Health and Safety audits every month.
- Develop of site improvement plans relating to landscape services.
- Delivery of services within assigned budget.
- Improvement in customer satisfaction and inspection scores for landscape services.
- Carry out monthly contract meetings with contractors in region ensuring KPIs are met.
- Delivery of local service report as per local requirements.

About you:

You will be:

- Able to work under pressure to meet deadlines and targets with proven time management and prioritisation skills.
- Able to deliver excellent customer services and value diversity.
- Able to cover for other Landscape Officers in other regions during absence.
- Able to write reports and use Microsoft Excel, Word and other IT software.

You will have:

- A Full UK driving licence.
- Level 3 or equivalent qualification in horticulture or the willingness to work towards attaining this.
- Knowledge of horticulture practices relating to landscaping, green roofs, invasive plants and tree management.
- Knowledge of relevant legislative regulations relating to the Landscaping industry.
- Experience in assisting with Landscaping services across both in-house and outsourced delivery.
- Excellent communication skills; proven record of assisting with the preparation of written and verbal reports and presentations.
- Experience of working with social housing landlords and/or community groups.