

Job Title	Estate Assistant	Location	Various	Job Family		Grade	
Reports to	Garden Services Team Leader, Estates Officer	Designation	Mobile		Customer Services	A1	
Overall Purpose: Provide a high-quality Estate Service, interacting with customers to deliver a professional cleaning, gardening and grounds maintenance service.							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
Key Responsibilities: <ul style="list-style-type: none"> Provide a high quality, cost-effective, cleaning, grounds and garden service, ensuring compliance with agreed standards, specifications and timescales whilst foster positive working relationships with customers, colleagues and contractors to improve the overall appearance of estates. Represent Guinness on site, working with customers, contractors and colleagues to provide access, reporting responsive repairs, fly tipping, graffiti and safeguarding alerts. Record customer feedback and suggestions, acting on minor changes and collating information to support decisions on service improvement. Ensure company vehicles are kept in a clean condition, with regular maintenance and compliance checks taking place to ensure safety of use. Operate, store and maintain equipment to comply with Health and Safety procedures including COSHH, PPE and prompt reporting of incidents on site. Record work accurately, inspection outcomes and activity to capture costs during the delivery of services. Support the training and development of apprentices. Support the protection and safety of our customers by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals. 		Essential: <ul style="list-style-type: none"> Proven professional experience of delivering grounds maintenance across a variety of sites and garden types. Experience and knowledge of lawn, shrub, and plant care. Proven experience of achieving high levels of customer satisfaction. Ability to carry out physical tasks within Health and Safety guidelines. Able to work effectively within a team. Ability to use all equipment safely and effectively. Ability to work effectively without high levels of supervision. Knowledge of Health and Safety legislation, including COSHH and PPE. Demonstrates the Guinness Behaviours. 		<p><i>These are the requirements for roles at Grade A. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i></p> <p>Accountability:</p> <ul style="list-style-type: none"> Accountable for the completion of standard & some non-standard tasks within own function. Subject to general supervision of progress against results. Makes decisions within set guidelines. <p>People Skills:</p> <ul style="list-style-type: none"> May have regular communication with colleagues and/or external contacts around queries/requests for standard information, but predominantly on an individual basis or within own function. May work collaboratively with colleagues to deliver own accountabilities. May assist less experienced or temporary staff. <p>Impact & Influence:</p> <ul style="list-style-type: none"> Selects the most appropriate procedures from a given set of solutions/procedures. Actions have internal impact. Required to share knowledge with others. Is aware of how own behaviour impacts/influences colleagues/peers. 			
Key Outcomes: <ul style="list-style-type: none"> Estate grounds are maintained to agreed specifications and timescales, with Health and Safety incidents minimised and correctly recorded. Customers feel the services provided on their estate are value for money for the service charges they pay, with costs for additional work open and transparent. Customers receive services to the specified standards, with improvements to quality of service based on feedback. Misuse of equipment, PPE and chemicals is minimised with records correctly maintained. Company vehicles are always maintained, safe and presentable. Accurate accounts support the setting of customer service charges. Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to the appropriate specialist team. 		Desirable: <ul style="list-style-type: none"> An understanding of how to use mobile working devices, e.g. tablets. Knowledge and experience of the safe and regulatory use of horticultural fungicides and pesticides. 		<p>Thinking Challenge:</p> <ul style="list-style-type: none"> Escalates issues and seeks advice when faced with non-standard issues/problems. Applies procedures to ensure accuracy of work and adopts continuous improvement approach. <p>Customer Service:</p> <ul style="list-style-type: none"> Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done. 			
		Qualifications					
		Desirable: <ul style="list-style-type: none"> NVQ 2 or 3 in Horticulture of RHS/City and Guilds/HND equivalent. PA1, PA4b and PA6 NPTC Certificates. 					
		Other					
		Driving Licence Required	Yes				
		Mobile working required	Yes				
		Evening and weekend working required	Some				
		Other					
		Other					

You are also required to undertake any other duties within your capabilities as may be reasonably required.