

**Estates Team Gardener**

**October 2021**

**Leeds & Yorkshire Housing Association**

**Recruitment Information Pack**



## WELCOME LETTER

LYHA is an amazing place to work for those who can turn vision into reality, are happy to be accountable for their results and have the energy levels needed to drive positive change. We have high expectations and are passionate about our customers. If you share these values, then read on.

LYHA is a traditional housing association with 65 years of history making a positive impact in Leeds and Yorkshire. Steeped in history and building on our heritage you will find us to be a modern, vibrant business with clear vision to make a real difference locally. We are planning a great future and this new role is an exciting part of the next stage in our journey.

We have ensured LYHA is financially strong and developed new homes on a par and equivalent to the largest Associations in the country. We have ensured our homes are well invested in and have provided a good level of customer service.

We are looking for someone with an enthusiastic attitude, a motivated outlook and a passion for providing a great customer service. You will join our Estates Team, carrying out grounds maintenance. You must be motivated to provide an ongoing gardening service and up for joining in staff events such as Team Meetings and Away days.

Sharing our values (BELIEVE) is more important than the ability to do the job. I hope I have inspired and energised you to want to find out more and want to apply. I believe this is a brilliant opportunity to shine and make a positive difference.

Yours sincerely



Mark Pearson, Chief Executive Officer  
**Leeds and Yorkshire Housing Association**

## Estates Team Gardener

Salary £22,045.20 per annum

Working pattern 07:30am – 16:00pm Monday to Friday with a 30-minute lunch, 40 hours per week (March to December) and 08:00 – 13:30 January to February) which is 37.5 hours per week annualised hours.

Generous benefits: 25 days leave (plus bank holidays, increasing to 30 after 5 years service), enrollment into the Social Housing Pension DC Scheme, family friendly policies

You will undertake a wide range of duties including:

- grounds maintenance work on our communal external landscaped areas
- carrying out small maintenance repairs – replacing light bulbs
- some responsibilities in the health & safety and security issues of our Estates
- participating in Team/Organisation wide meetings, away days etc

### What will I need to be considered for this role?

- Commercial gardening experience in a remote team
- a good understanding and experience using both pedestrian and hand-held machinery and their basic service requirements
- Driving Licence (we will supply the fleet vehicle for work purposes)
- Good communicator
- Self-motivated & enthusiastic
- Experience of dealing with customers

This is an opportunity to apply your experience, a chance to work with some great colleagues and be part of a team that has set some ambitious goals for the future. We work as One LYHA: a combination of great colleagues all committed to being the best we can be.

LYHA is committed to equality of opportunity in employment for all its employees and to developing work practices and policies that support employees to achieve a work-life balance. One of our aims is to be an Employer of Choice. By offering a desirable working environment, with a professional approach to our service provision supported by attractive terms and conditions. We positively welcome and support diversity in our workforce and welcome applications from all sections of the community.

### Key Dates:

Closing date: 18/10/2021

Interview date: 22/10/2021



LYHA is committed to attracting and retaining colleagues who can make a valuable contribution to its ongoing success. Effective recruitment is essential to the delivery of LYHA's plans and as such we adopt recruitment practices and processes which ensure that the best candidate is appointed. LYHA is committed to ensuring equality of access and opportunity in these practices and processes for all applicants.

LYHA has been awarded **Disability Confident** status by the Department of Work and Pensions. Disability Confident is a national scheme that aims to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

#### Definition of Disability

The Equality Act 2010 defines a 'disabled person' for the purpose of the Act as a person who has a 'disability' if they have a physical or mental impairment that has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities.

#### Reasonable adjustments

To support our aim of removing barriers to employment for disabled people, we are committed to making any necessary reasonable adjustments. These adjustments may include modifying the selection process, the job role or the working environment. To assist us in planning to accommodate your individual needs, we ask that candidates let us know during the recruitment process either on your covering letter or an additional letter. This information will be treated as confidential within the recruitment process and will be used solely with your consent, for the purpose of the recruitment and selection process.

#### Guaranteed interview

LYHA has a policy to interview any disabled applicant who meets the essential special criteria for the role. You must also be able to demonstrate that you meet the criteria.

We also consider any reasonable adjustments that need to be made as we wish to ensure that disabled candidates needs are considered during the selection process.

#### Further advice and alternative formats

If you need further advice or assistance in order to apply for the role, please contact LYHA Human Resources by email at: [recruitment@lyha.co.uk](mailto:recruitment@lyha.co.uk)

## HOW TO APPLY

Please submit an up to date Curriculum Vitae (CV) and a covering letter as your submission for the post. The CV and letter combined should be no more than 4 sides of A4.

It is important that your CV and letter highlights the supporting evidence of how your previous experience, knowledge and skills relate to the requirements as set out in the role profile and person specification.

The selection process is based on both covering letter and CV. With more weight given to your covering letter. Within your covering letter should demonstrate how you specifically meet the Person Specification for the role.

Within your CV please ensure that you provide the following information:

- Full name and postal address
- Work and home telephone contact numbers and your email address
- Employment history
- Qualifications
- Current Memberships of relevant professional associations/institutes

Please return your all your documents by 12noon on Wednesday 18<sup>th</sup> October 2021 to [recruitment@lyha.co.uk](mailto:recruitment@lyha.co.uk)

**Key Dates:**

Closing date: 18/10/2021

Interview date: 22/10/2021

## Estates Team Gardener Job Description

<b>Job Title:</b>	<b>Estates Team Gardener</b>
<b>Reporting to:</b>	<b>Neighbourhood and Facilities Manager</b>
<b>Direct Reports:</b>	<b>N/A</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Date:</b>	<b>October 2021</b>
<b>Purpose of the Role</b>	
Responsible for the provision of an excellent grounds maintenance service which puts communities and customers at the heart of what we do. Provides a clean & safe environment which promotes engagement, facilitates, change, & promotes inclusion, ensuring that grounds maintenance and neighbourhood standards are met.	
<b>Main Duties and Responsibilities</b>	
<b>Grounds Maintenance and Cleaning</b>	
<ul style="list-style-type: none"> <li>• Provide a proactive service on the estates working closely with Neighbourhood Management, Customer Services and Technical Teams customers to identify and resolve problems and to ensure that neighbourhoods' standards are met.</li> <li>• Working hours 08:30 – 16:00 Monday to Friday with a 30-minute lunch 37.5 hours annualised hours per week</li> <li>• The sites where you work will rotate on a regular basis</li> <li>• Provide a local presence on estates whilst carrying out grounds maintenance duties</li> <li>• Ensure that our estates are clean, safe, pleasant places people want to live, being fully accountable for the gardening at the sites where you work.</li> <li>• Work together and communicate with other team members to make improvements to the grounds maintenance of our estates and deliver a first-class service to customers.</li> </ul>	
<b>Neighbourhood Response</b>	
<ul style="list-style-type: none"> <li>• Adopt a positive, flexible, and proactive approach to neighbourhood response work which requires you to work outside usual work hours as required to respond to business needs.</li> <li>• Be aware of and respond to key organisational objectives and performance indicators which drive response work contributing to their achievement.</li> <li>• Carry out work identified during estate inspections where necessary.</li> </ul>	
<b>Customer Response</b>	
<ul style="list-style-type: none"> <li>• Provide excellent customer services</li> <li>• Maximise customer satisfaction on estates and respond positively to complaints, using them to help improve services.</li> <li>• Communicate effectively with customers and act as an ambassador of LYHA on the Estates.</li> </ul>	
<b>Health and Safety</b>	

- Responsible for ensuring that health & safety inspections and checks are carried out on our Estates and communal areas as designated, and repairs notified to the Estates & Facilities Manager.
- Ensure that LYHA's Health & Safety policy is complied with, to help maintain records, including completion of risk assessments where necessary.
- Comply with any risk assessments that are in place and assist in developing safe systems of work.

#### Minor Repairs and Maintenance

- Check communal lighting and where necessary replace faulty light bulbs in accordance with Health & Safety guidelines.

#### Other

- Identify and report abandoned vehicles, incidents of crime nuisance, and acts of vandalism
- Maintain all equipment and material (including vehicles where supplied) in good working order and ensure safe storage.
- Ensure record keeping, paperwork and IT systems where applicable are accurate and up to date.
- Attend meetings and training as required.
- Maintain bin stores when on site
- Carry out other duties as appropriate to the post, as necessary/required.

#### General

<b>1</b>	To promote and ensure positive health & safety behaviours and culture
<b>2</b>	To challenge any and all unsafe behaviours and practices.
<b>3</b>	Ensure that equality and diversity is promoted and celebrated across the company and ensure that the LYHA strategy is delivered.
<b>4</b>	It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage, and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

## Estates Team Gardener Person Specification

<b>Job Title:</b>	<b>Estates Team Gardener</b>	
<b>Date:</b>	<b>October 2021</b>	
<b>Education &amp; Qualifications</b>		
<b>1.</b>	Experience of working as part of a commercial gardening/landscape team	CV & CL
<b>2.</b>	Ability to drive	Driving License
<b>3.</b>	Experience of carrying out commercial grounds maintenance	CV & CL
<b>Skills and Behaviours</b>		
<b>4.</b>	Ability to plan and prioritise tasks	CV, CL & I
<b>5.</b>	Ability to communicate effectively with customers and colleagues in an open and transparent manner	CV, CL & I
<b>6.</b>	Ability to work effectively in a team, communicate and share ideas and information, working collaboratively with others to achieve goals	CV, CL & I
<b>7.</b>	Able to take responsibility for identifying tasks and use initiative to carry out duties required	CV, CL & I
<b>8.</b>	Ability to use gardening and other equipment and carry out gardening duties (with training as required)	CV, CL & I
<b>9.</b>	Commitment to providing excellent services, understanding customers' needs	CV, CL & I
<b>10.</b>	Ability to undertake minor repairs and maintenance duties	CV, CL & I
<b>11.</b>	Ability to meet deadlines and deliver targets	CV, CL & I
<b>12.</b>	Motivated to deliver high performance and continually develop and improve	CV, CL & I
<b>13.</b>	Flexible approach in responding to the requirements of the role	CV, CL & I
<b>14.</b>	Able to work positively with a range of people with different ideas and perspectives	CV, CL & I
<b>15.</b>	Ability to maintain equipment in good working order	CV, CL & I

### Method of Assessment

CV	Curriculum Vitae
CL	Cover Letter
I	Interview
S	Skills test
C	Production of Certificate

## Our Mission, Vision & Values

We firmly believe that everybody deserves a safe, warm and affordable home. However, we are about more than bricks and mortar; we strongly believe that people and communities should be supported to thrive and live well in sustainable tenancies.

In September 2020 we launched our new three-year corporate plan which sets out our new vision, mission and values for LYHA. It's called Together 2023 because it's all about partnership with our customers, to shape what we do and how we do it and customer feedback played a very important role in developing this plan.

**Our Mission:** *“We will enable our customers to live well by providing warm, safe and secure homes, by investing in relationships and by delivering great services”.*

**Our Vision:** *“To ensure all of our customers live in a home they love and in a community in which they can thrive”.*

**Our Values:**



### What do these values mean to us?

**Bold** – we are unafraid to try new things, meaning that we take informed risks to help us be better at what we do.

**Empathetic** – we understand and always try to see the perspective of others.

**Loyal** – we are dedicated to what we do for our customers, take responsibility and are ambassadors for LYHA.

**Integrity** – we always act with honesty and transparency and spend money wisely.

**Ethical** – we always do the right thing in the right way, rather than take the easy option.

**Vibrant** - we are dynamic and passionate about delivering excellence and the opportunity we have to make a difference.

**Engaged** – we work as a team and understand the importance of colleague and customer involvement in how we make decisions.

For further information please view our [Full Corporate Plan - Together 2023](#) or our [Corporate Plan Summary](#).