



Edge Hill  
University

THE TIMES  
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2022

MODERN  
UNIVERSITY  
OF THE YEAR



## Grounds Maintenance Operative (Gardens)

**Reference:** EHS0377-0923  
**Salary:** £11.57 to £12.03 per hour  
Equivalent to £21,828 - £22,681 per annum  
Grade 2, Point 9 - 11  
**Contract Type:** Permanent  
**Hours:** Full Time (36.25 hours per week)  
**Location:** Ormskirk  
**Accountable to:** Director of Facilities Management  
**Reporting to:** Grounds Manager





## About Facilities Management

The FM **Mission** – *our purpose*

*“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”*

The FM **Vision** – *our aspirations*

*“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”*

The FM **Values** – *guiding our decisions and our behaviour.*

*“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”*

- Put the customer first.
- Be passionate about service.
- Act as one team.
- Demonstrate responsibility and ownership.
- Be confident, receptive, and willing to learn.

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m<sup>2</sup> of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.



## About the Role

The role has direct responsibility for ensuring that the campus grounds, gardens, landscaping, and external sports facilities are maintained to the highest possible standard. The role of grounds maintenance operative is to carry out a variety of tasks as assigned by the line manager. These will include site wide: Horticulture, Driving duties, Litter picking, and cleaning, along with event/function preparation and presentation. The role holder will also need to promote a high level of customer care.

## Duties and Responsibilities

The role of the Grounds Maintenance Operative is to carry out a variety of tasks as assigned by their Manager/Team leader. These will include campus wide: driving duties, litter picking, grass cutting, horticultural maintenance and cleaning along with event/function preparation and presentation. You will also need to promote a high level of customer care. The following general duties will typically form part of the daily/weekly/monthly work schedule:

1. Be of reasonable fitness and able to undertake manual handling tasks in a safe manner. (Training will be provided).
2. Willing to work outdoors in all weathers.
3. Ensure that service level agreements (SLAs) and work schedules are met at all times and work is performed to a consistently high standard.
4. To undertake a range of horticultural duties including, but not limited to planting, pruning, maintenance of flower beds and borders, hedge trimming, maintaining grassed areas, weeding of hard and soft landscapes.
5. Proficient use of motorised machinery, including, but not limited to pedestrian mowers, ride on mowers, Strimmer's, hedge trimmers. (Appropriate training will be given)
6. Jet-washing of hard landscaping areas and signage.
7. Ensure campus is clean and tidy by litter picking, emptying cigarette bins, removing broken glass, dog foul, and an occasional dead animal. Reporting of any graffiti or vandalism.
8. Leaf removal and disposal of in autumn and winter
9. Assist with the spreading of grit and removal of snow in winter and monitor the contents of the grit bins situated around campus



# Edge Hill University

10. Drive utility vehicles and cars, sometimes off site.
11. Work and communicate effectively with fellow team members and University colleagues.
12. Actively participate in your yearly performance and development review, one to one meetings with your supervisor, and regular team meetings.
13. To undertake any mandatory training and any training identified at your performance and development review and demonstrate an ability to develop new skills
14. Report any absences to your supervisor by telephone before 8am.
15. Undertake any administrative duties required such as completing machine safety checklists, daily work logs, Annual leave requests.
16. Have an understanding of IT and mobile devices in order to complete mandatory training and perform administrative duties.
17. Provide excellent customer service to all students, staff and visitors to the campus, ensuring all queries are resolved.
18. Assisting sports ground staff with Maintenance upkeep.

## Health and Safety

1. You will be provided with an official uniform that is to be worn at all times, including items of Personal Protective Equipment as appropriate.
2. You must take reasonable care of your own health and safety, and that of others who might be affected by your behaviour and attitude in the workplace.
3. You must cooperate with management to comply with health and safety policies and legislation.
4. You are required to bring to the attention of management any defects in equipment or other dangers immediately, or as soon as it is safe to do so.
5. To maintain in a safe and serviceable condition all machinery and other appliances provided for the proper execution of the duties involved, reporting any failures of such equipment that cannot be readily rectified to the Grounds Manager

This list of responsibilities is not exhaustive and other administrative, financial and customer-centric duties, appropriate to the Grounds Maintenance grade, may be added or substituted at any time.



In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

## Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

You will also be required to work additional hours or weekends (where this is not a normal part of your working week) for e.g. **Open Days, Visiting Days, Graduation Ceremonies, Welcome Sunday and Functions and Events**. Hours of work are provided as an indication of your normal working pattern. However, flexibility is an essential part of any post at Edge Hill University (and therefore a requirement of any post holder) and dependent on the needs of the service, these hours can be changed by giving one weeks' notice.



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

*Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).*

		Essential	Desirable	Method of assessment (A/S/I/T/P)
<b>Qualifications</b>				
1.	GCSE Mathematics and English or equivalent		*	A
2.	PA1 and PA6 Spraying Certification		*	A
<b>Experience and Knowledge</b>				
3.	Proven Experience in Grounds/Sports maintenance	*		A
4.	Good knowledge or awareness of Health and Safety	*		I
5.	Previous work experience in a busy customer-facing environment and in dealing with a diverse customer base		*	I
6.	Experience in the provision of customer service excellence	*		I
<b>Abilities and Skills</b>				
7.	Able to communicate effectively with communication skills - listening, openness and responsiveness to all customer situations and to follow instructions	*		I
8.	Ability to plan effectively and be flexible to meet the needs of the service	*		I
9.	Ability and willingness to use own initiative and be proactive and can organise workload in an efficient methodical way	*		I
10.	Able to be self-motivated and work unsupervised and as well as part of a team	*		A/ I
11.	Ability to effectively respond to customer requests and resolve issues through taking appropriate actions	*		I
12.	Ability to develop and maintain effective working relationships with colleagues at all levels	*		I
<b>Other</b>				
13.	Full UK Driving Licence	*		A/I
14.	Able to meet the physical demands of the role including working outside, lifting, and carrying	*		I





## How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

***Application > Shortlisting > Interview > Outcome***

For informal enquiries about this vacancy, you may wish to contact: Neil Toner, Grounds Manager at [tonern@edgehill.ac.uk](mailto:tonern@edgehill.ac.uk).

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*

