

# Yorkshire Housing Role Profile

<b>Job title:</b>	Environmental Services Operative	<b>Leader of others:</b>	No
<b>Reports to:</b>	Environmental Services Team Leader	<b>Contract type:</b>	Mobile
<b>Business Area</b>	Place	<b>Budget holder?</b>	No

## Job purpose

The post holder will have two key high profile roles within Environmental Services; these include carrying out grounds maintenance and associated works to the Company's Schemes and adjoining areas, and in the fallow months carrying out community based duties, minor repair/maintenance, hard landscaping programs and upgrades as instructed.

## Key responsibilities

- Responsibility for carrying out, as part of a team the company's grounds maintenance function ensuring that all seasonal cuts, flower bed maintenance, control of weeds and renovation to grassed areas and all other associated grounds maintenance duties are carried out to the highest standards and within specified timescales.
- Carry out garden maintenance duties for the customers of the company as instructed and in accordance with the company's policy. The work will involve substantial physical effort including some lifting. The post holder will be expected to crouch, stretch and work in all weather conditions.
- Responsibility for the daily use and maintenance of all grounds maintenance equipment to include trimmers, mowers and tractors and provide daily check records as instructed by the Environmental Services TL's.
- Carry out ground maintenance work to the company's void stock prior to reletting, including adjoining external areas and out buildings.
- Carry out environmental, security and other routine work programs of repair and maintenance as prepared by both property and environmental services and other sections within the company.
- Carry out programs of minor works to include fencing, maintenance as prepared by both property and environmental services and other sections within the company.
- Adopt the highest levels of cohesive working with both colleagues within Environmental Services and within Homes & Places colleagues in order to deliver the right services in the right location adopting a first time fix approach.
- Carry out environmental health and safety duties to include sharps removal and disposal in strict compliance with all health and safety criteria and best practice.
- Carrying out all community based activities to include removal of debris and litter and acting as a reassuring presence to our customers and colleagues.
- Carry out all duties in accordance with all health, safety and welfare regulations and best practice, to include machinery use and COSHH.
- Undertake programmes of training in relation to all environmental services activities.
- Actively participate in the company's emergency out of hours emergency service, being part of a rota and attending community based emergency situations along with minor repairs for example, flooding, boarding up, snow clearance and gritting.
- Work closely with our customers and be expected to use creative skills to resolve or report repairs while on site. Tasks will not be specified to fine detail and the post holder will be expected to use initiative and have the ability to interpret procedures in light of the situations. Utilising and referring to the YH repairs policy and procedure at all times.

- Uphold YH values and behaviours by wearing and keeping in good order any supplied PPE and clothing. Maintain the corporate image of Yorkshire Housing by keeping vehicles in good order and clean, along with advising management of any vehicle/equipment issues as appropriate.
- Occasionally the post holder may be required to work in unpleasant conditions in clearing void property.
- The post holder may be required to undertake a range of tree works and in such instances the appropriate training and qualifications will be obtained.
- The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.

## What you'll bring to the role

### The main things:

- Good standard of practical knowledge and skills in the areas of activity and previous experience in similar work
- Good level of general education
- Thorough knowledge of all related H&S regulations and best practice to include safe use of machinery and PPE
- Hold a valid full UK driving licence
- Ability to site reports, image collation and associated paperwork as required
- Excellent communication and interpersonal skills
- Ability to work on own initiative
- Willing to undertake any training required
- A display of many of the relevant behaviours set out in Yorkshire Housing's Values

### It would be a bonus if you have:

- Recognised apprenticeship in horticultural, landscape maintenance, community based services
- Experience undertaking duties relevant to the post
- Experience of trailer, plant towing, hard landscaping
- Holder of CS30/31, CS38/CS39
- Holder of a PA1/PA6 license

### Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.