**Yorkshire Housing Role Profile**

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| **Job title:** | Environmental Services Tech Coach | **Leader of others:** | Occasionally |
| **Reports to:** | Environmental Services Team Leader | **Contract type:** | Mobile |
| **Business Area** | Place | **Budget holder?** | No |

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| **Job purpose** |
| Reporting to the Environmental Services Team Leader, the post holder will coach, mentor and undertake quality checks, to ensure grounds maintenance works are undertaken in accordance with compliance and ES site specifications.  You’ll seek to continuously improve our internal processes and procedures through undertaking quality control audits, implementing and monitoring corrective actions. You’ll be responsible for managing your workload to ensure these audits are undertaken on time and within relevant deadlines.  You’ll be comfortable challenging colleagues when relevant standards are not met and working with Team Leaders to monitor and put in place plans for improving performance.  In the fallow months you will be supporting and resourcing the teams that carry out community based duties, minor repair/maintenance, hard landscaping programs, gritting, snow clearance and upgrade works.  You’ll be a natural coach, and able to explain and communicate effectively, adapting your style to your audience, providing practical technical guidance. You’ll play a pivotal role in embedding a culture which promotes pride in quality of work and motivates colleagues to deliver a fantastic customer service. |

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| **Key responsibilities** |
| * Supporting the teams to carry out the company’s grounds maintenance function ensuring that all seasonal cuts, flower bed maintenance, control of weeds and renovation to grassed area’s and all other associated grounds maintenance duties are carried out to the highest standards and within specified timescales. * Support the teams and resource plan to ensure garden maintenance duties for the customers of the company are in accordance with the company’s policy. This work will involve practical and substantial physical effort including some lifting. The post holder will be expected to crouch, stretch and work in all weather conditions. 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. * Routinely quality checking grounds maintenance equipment to include strimmers, mowers and tractors and provide daily check records as instructed by the Environmental Services TL’s. * Adopt the highest levels of cohesive working with both colleagues within Environmental Services and Homes & Places in order to deliver the right services in the right location adopting a first time fix approach. * Undertake programmes of training in relation to all environmental services activities. * 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. * To be responsible for undertaking site audits of operatives, scoring fairly against criteria and provide consistent evaluation. Provide a summary report to Environmental Services Team Leader periodically. * Identifying corrective actions, implement individual improvement strategies and monitoring their progress to satisfactory completion. * Provide effective feedback and coaching during service audits in order to support operatives. * Work effectively with Environmental Services Team Leader in the delivery and monitoring of performance management measures. * Support and administer all industry statutory, legislative, Health & Safety and Corporate inspections as indicated. * Carry out contractor site inspections when required, providing operational and practical feedback. * Be a role model for operatives for behaviours, quality, efficiency, compliance and accountability and providing a great service for our customers. * Work effectively with Environmental Services Team Leaders to ensure operational effectiveness, business development and the achievement of department objectives. * To ensure that the work undertaken by Yorkshire Housing and its contractors is compliant and in conjunction with the ES site specifications. * To ensure that all works sheets, fuel receipts and tipping sheets are handed in ***daily/weekly.*** Supporting the team with fleet processes including the vehicle inspection app and fleet and transport policy requirements. Ensuring all paperwork is maintained accurately, up to date and on time. * 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. * To undertake additional training and development where relevant to enhance service delivery. * Deputise for Environmental Services Team Leader when required. * Line Manage a small number of colleagues, such as an apprentice if required.   **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.** |

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| **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 with intermediate IT skills (Microsoft Office & Smart devices) * Thorough knowledge of all related H&S regulations and best practice to include safe use of machinery, PPE, COSHH and HAV’s. * Excellent communication and interpersonal skills * Ability to challenge, motivate, coach and influence others * Ability to interpret site audits, data and present management information * An appetite for driving continuous improvements to services and developing others * Good organisation and time management skills * Ability to prioritise, manage your own workload and to meet deadlines * Willing to undertake any training required * Hold a valid full UK driving licence * A display of many of the relevant behaviours set out in Yorkshire Housing’s Values * You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls |
| **It would be a bonus if you have:** |
| * Recognised qualification in horticultural, landscape maintenance, community based services * Experience undertaking duties relevant to the post * Experience or knowledge of social housing * Experience of supervising in a grounds maintenance setting * 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. |