

# TW1 Gardening

*Expert gardening for beautiful gardens*

## JOB DESCRIPTION

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<b>Job title</b>	Maintenance gardener
<b>Reports to</b>	Team leader
<b>Department</b>	Mobile maintenance team
<b>Purpose of the role</b>	Carry out year-round skilled horticultural garden maintenance for our range of private residential clients in Twickenham and the surrounding areas. Represent the company to our clients in a professional, knowledgeable and positive manner.
<b>Start date</b>	September 2020
<b>Location</b>	Twickenham TW1 (base) client gardens are in the following postcodes: TW1, TW2, TW9, TW7, TW10, TW11, TW12
<b>Key internal contacts</b>	Head gardener Team leader Team co-ordinator (office based)
<b>Key responsibilities</b>	<p><b>Team and client:</b></p> <ul style="list-style-type: none"><li>• ensure clients are offered a punctual, reliable, trustworthy, friendly, skilled horticultural service</li><li>• check the online team calendar daily in order to arrive at each garden for a prompt start</li><li>• at the end of each day send a Work Log report to the office so that the client is correctly invoiced and completed tasks are recorded against each garden</li></ul> <p><b>All round garden maintenance:</b></p> <ul style="list-style-type: none"><li>• liaise with team leader and head gardener as needed to assess and prioritise tasks and accommodate ad-hoc client requests</li><li>• pruning, dead heading, cutting back, hedge trimming, maintaining beds and borders, staking, purchasing materials, seasonal planting &amp; replanting, leaf clearing, care of pond plants, mowing</li><li>• forward planning for new plantings and seasonal lawn work</li><li>• feeding, weeding (including use of organic sprayer), hoeing, mulching, identifying pests &amp; diseases and suggesting control methods including avoiding pest &amp; disease transfer to non-infected sites</li><li>• adjusting irrigation as required including basic knowledge of Claber timer systems</li><li>• soft landscaping following the guidance of the team leader</li><li>• tool care</li><li>• occasional power washing and liaison with tree surgeons</li><li>• waste handling e.g. composting on site where facilities exist, transfer to</li></ul>

	<p>recycling bins etc.</p> <ul style="list-style-type: none"> <li>• any additional and reasonable duties that may arise from time to time</li> </ul> <p><b>Health and safety at work</b></p> <ul style="list-style-type: none"> <li>• responsible for personal safety and that of your colleagues</li> <li>• demonstrate full understanding of health and safety at work as it applies to garden maintenance</li> </ul>
<p><b>Knowledge and experience</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• RHS Level 2 or working towards this qualification</li> <li>• already working as a maintenance gardener (static site or mobile)</li> <li>• knowledge of horticultural best practice</li> <li>• high standards of attention to detail, technical competence and visual presentation of work</li> <li>• able to operate equipment – blower, petrol mowers, manual saws, telescopic pole pruners, sprayers, irrigation systems e.g. Claber</li> <li>• full clean driving licence; happy to drive company vehicle between several jobs each day</li> <li>• RHS Level 1 or equivalent will be considered</li> <li>• good standard of written English in order to record the Work Log and hours plus materials to be invoiced to the client</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• already working in a high-end maintenance environment e.g.: professionally designed and installed with unusual or high-value specimen plants, lighting, irrigation, garden structures etc.</li> <li>• evidence of garden volunteering or allotment</li> <li>• demonstrable interest or involvement with nature, ecology, wildlife, conservation</li> <li>• membership of RHS</li> <li>• safety training</li> <li>• first aid certificate</li> <li>• PA1 / PA6</li> <li>• competent in the use of email and other systems for recording the Work Log</li> </ul>
<p><b>Personal qualities</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Trustworthy, reliable, punctual, tactful, hardworking, self-motivated and positive</li> <li>• Able to follow company best practice and established horticultural procedures</li> <li>• Able to work equally well in a team and independently</li> <li>• Confident enough to work in a client's garden without supervision, following induction</li> <li>• Comfortable prioritising work and coping with tight deadlines</li> <li>• Able to work longer hours during peak periods of May, June, July, September, October, November</li> <li>• Passionate about horticulture and interested in wider aspects of nature, ecology, conservation and wildlife</li> </ul>

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	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• able to adapt to situations that may arise when working in a small and growing company</li> </ul>
<b>Additional information: physical demands</b>	<ul style="list-style-type: none"> <li>• outdoor working environment with seasonal extremes of temperatures and working conditions</li> <li>• physically demanding, strenuous and muddy work</li> <li>• work is scheduled for all weather conditions except where unsafe e.g. high winds</li> <li>• bending, stretching, kneeling, climbing ladders</li> <li>• operating heavy / unwieldy equipment e.g. blowers, telescopic pruners</li> <li>• operating noisy equipment e.g. blowers, mowers (ear defenders supplied by the company and are compulsory)</li> <li>• carrying heavy items e.g. mulch, large plants, bagged waste (steel toe capped boots supplied by you and will be worn at all times)</li> <li>• operating sharp equipment e.g. secateurs and pruning saws</li> </ul>
<b>Measures of success in the job role</b>	<p><b>Meeting</b></p> <ul style="list-style-type: none"> <li>• client garden is free of waste and debris at the end of each visit</li> <li>• high standard of visual presentation of work</li> <li>• tasks successfully prioritised within each garden visit</li> <li>• sessions completed on time; property is left secure with all tools removed</li> <li>• the Work Log is completed at the end of each day and sent to the office so that the client is accurately invoiced for labour plus materials and completed tasks are recorded against each garden</li> </ul> <p><b>Exceeding</b></p> <ul style="list-style-type: none"> <li>• positive feedback from client e.g. regarding attitude, knowledge</li> <li>• taking initiative and making suggestions to team leader for planting ideas, garden layout, forward planning</li> </ul>
<b>Contract type</b>	Permanent, annualised hours
<b>Payment method</b>	Monthly, PAYE
<b>Probation period</b>	3 months
<b>Notice period</b>	1 month
<b>Hours of work</b>	Monday to Friday 8am – 5pm breaks = 2 x 15 mins plus 1 x 30 mins = 1 hour break each day
<b>Annual leave</b>	20 days paid holiday plus paid bank holidays = 28 days
<b>Hours &amp; annual leave: additional information</b>	<p>Annualised hours: The nature of this work means shorter working hours in December, January and February; longer hours in May, June &amp; July. Over the course of a calendar year the working hours will average to 40 hours per week.</p> <p>Holiday bookings: We ask all team members to avoid taking annual leave during peak periods of May to mid-July and September to November.</p>
<b>Pension</b>	5% employee contribution plus 3% employer contribution after 3 months employment
<b>Date</b>	JC revised v.1.2 07/08/2020