**Forward Trust Job Description**

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| **Position Title:** | Grounds and Maintenance Assistant | **Reports To:** | Maintenance team leader |

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| Introducing Forward Trust: |

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been helping people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends, and a sense of community.

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| Role and Team Overview: |

Reporting to the Maintenance Team Leader the post holder will provide day-to-day support for all aspects of the Maintenance function across Clouds House and Jill Cunningham House, East Knoyle and the Manor House, Warminster.

The post holder will provide a skilled, efficient, responsive and effective grounds and maintenance service.

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| Principal Accountabilities: |

Strategy

* Support the Maintenance Team Leader in ensuring high standards of maintenance and groundworks are maintained
* Work with the Maintenance Team Leader in order to achieve a high level of workmanship across the two local sites including organising the work and the resources, allocating people to duties, inspecting work, giving performance feedback, motivating and encouraging the team.

Service Delivery

* Ensuring work is completed in a timely fashion to a high standard.
* Working under the direction of the Maintenance Team Leader with Clouds House manager and staff to resolve maintenance problems.
* Working under the direction of the Maintenance team leader liaising with the housekeeping team to provide a coherent and collaborative service.
* Woodwork such as mending doors and furniture.
* Painting and decorating.
* General maintenance such as rubbish and cardboard removal, moving deliveries, maintenance to the outside of the building such as clearing drains.
* Domestic plumbing such as sinks, baths, showers, and maintenance of above-ground drainage.
* Grounds maintenance such as sweeping, clearing pathways, mowing, weeding, hedge cutting, border maintenance.
* Assisting the housekeeping team including high level cleaning, lifting, moving furniture.
* Carrying out planned preventative maintenance (PPM) such as meter readings, tap temperature, checking oil tank levels in line with the requirements of the PPM schedule.
* Respond to maintenance job requests promptly and in a priority order ensuring that maintenance work (both internal and external) is carried out in an efficient and safe manner.

Performance Management

* In the absence of the Maintenance Team Leader attendance on contractors when on-site to minimise disruption and ensure that contractors operate in line with our health & safety policies.
* Take good care of the tools and equipment provided, and maintain these to an appropriate standard, reporting any defects immediately.
* Meet targets and deadlines according to current work plans and standards
* Attend community group on a rota basis to listen to clients’ facilities/cleanliness concerns and to report these back to management and take action as directed
* Responsible for the safe and tidy storage of supplies and equipment
* Engage positively in team meetings and supervision session.
* To maintain confidentiality and data protection principles with regards to client confidentiality, medical records and confidentiality of any written documentation, raising any issues with management as appropriate.

Departmental Management

* Work across both sites (East Knoyle and Warminster) with other facilities teams to complete joint tasks such as maintenance and groundworks and identify training needs and areas for improvement
* Informing the Maintenance Team Leader when stock and replacement of goods are required.
* Advise and liaise with the Maintenance Team Leader on the supply and quality of items used to carry out tasks.
* Attend mandatory training as required.

Quality and Safety

* To ensure quality standards are maintained in the delivery of the service.
* Abide by Forward’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace including manual handling
* Carry out the duties of a fire marshal, and assist with emergency evacuations.
* Reporting incidents and near-misses immediately and in line with reporting procedures.
* Carrying out fire drills and evacuations and reporting back.
* Checking tools to ensure that equipment is safe.
* Carrying out risk assessments prior to work being undertaken.
* Adhere to COSHH and infectious control requirements
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.

Administration

* Ensure all paperwork is completed and keep up to date in line with current legislation

Systems and Policy

* Work towards Forward Trust’s mission and values within current policies and good practice
* Liaison with the housekeeping team leader to ensure that there is consistency across all sites ensuring cost effectiveness and quality.

Other

* Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager

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| Required Skills and Competencies: |

**Qualifications**

Essential

Desirable

**Experience**

Essential

* Experience of grounds maintenance and caring for the upkeep of a larger garden
* Proven work history of working in maintenance or DIY enthusiast
* Mechanical experience including fault diagnosis, problem solving
* Able to read and understand technical drawings
* To perform the core functions of the job role.
* To engage effectively with the client group, as applicable.
* To liaise effectively and co-operatively with colleagues.
* To have the willingness to explore, in a non-defensive manner, areas needing development.
* To produce good quality report writing/written work.
* To have the willingness to comply with Forward Trust policies, procedures and terms & conditions.
* To meet agreed targets and objectives.
* To have good general and overall conduct and presentation.
* To carry out all tasks with professionalism and in accordance with Trust’s policies particularly those on Equality & Diversity, Information Governance, Safeguarding and Confidentiality.
* Network and form effective and constructive working relationships across the Forward Trust,
* Show a commitment to the work of Forward Trust and to be trusted to act with integrity and honesty.
* Effective time management
* Assist in ensuring the department is meeting all targets of the business plan.

Desirable

* Personal commitment to equality and inclusion
* Awareness of Equality, Diversity, Information Governance, Safeguarding, Health & Safety and Confidentiality policies
* Some plant and tree knowledge is necessary
* Basic computer literacy
* Positive team player but with the ability to work alone

**Skills/ Knowledge**

 Essential

* Strong verbal and written communications skills
* An understanding of governance issues as they relate to the gardening and maintenance team;
* An organised, methodical working style and an ability to work independently;
* A collaborative working style and the ability to communicate effectively with a variety of audiences
* Personal resilience and willingness to deal robustly but tactfully with opposition.

Desirable

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| Forward Trust Vision, Mission, and Values: |



**Our Values:**

