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| **Post Details** | **Last Updated:** June2022 |
| **Faculty/Administrative/Service Department** | Estates and Facilities Management |
| **Job Title** | Apprentice Grounds  |
| **Job Family**  | Professional Services | **Job Level**  | L01b |
| **Responsible to** | Grounds Supervisor and Team Leader  |
| **Responsible for (Staff)** | N/A |
| **Job Purpose Statement**The Horticulture Department aims to provide a professional and cost-efficient horticultural maintenance, landscaping, and associated services to the University. Through the provision of this service, the team contributes to the smooth operation to support the student experience and the University’s facilities. Working alongside the team leader and manager to deliver an effective maintenance operation, ensuring that the day to day services for the university are maintained to a high standard.Key services for the department include delivery of grounds maintenance services and reactive work across the University Estate. This department is also responsible for general horticultural sport pitch maintenance operations of the grounds and associated areas throughout the University Estate including litter picking, weeding, pruning, planting, turf maintenance and clearing of snow or ice whilst being responsible for the safe keeping of keys, machines, security of Grounds buildings and reporting minor or major maintenance issues as part of team work response. The Grounds service requires significant manual handling and teamwork. Customer Service is the focus of the department as there is daily interaction with students, staff, and external customers. The post holder will support management of the Grounds team providing these essential functions overseeing day to day routine operational issues and prioritising work activities.The team works in a sustainable manner, in accordance with the University’s sustainable working policies and procedures. The team member will try new sustainable practices whenever possible eg recycling green waste.  |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. . General horticultural maintenance operations of the grounds and associated areas throughout the University Estate including litter picking, weeding, pruning, planting turf maintenance and clearing of snow or ice.
2. Routine driving, operation and maintenance of horticultural and other Grounds maintenance machinery owned or hired by the department including large equipment powered by tractor.
3. Assisting with the preparation of soil and areas associated with the establishing of hard and soft landscaping around new buildings, including the installation or provision of new sports facilities
4. Ensuring work is carried out in strict compliance with the Health & Safety at Work Act, COSHH and any other relevant legislation covering safety in the workplace. This includes knowledge and implementation of the University’s and department’s health and Safety Policies, taking into account personal safety and that of others, and so enabling the University to carry out its responsibility successfully. Ensure that all safety equipment provided is worn at all appropriate times to include hard hats, safety boots, ear defenders and masks and such other equipment as has been deemed necessary.
5.

**NB The above list is not exhaustive and may be changed as and when necessary and agreement**. |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to all colleagues and students in accordance with the University of Surrey Equal Opportunities Policy
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students
* Follow University and departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Work supportively with colleagues, always operating in a collegiate manner

**Help maintain a safe working environment by:*** Attending training in Health & Safety requirements as necessary, both on appointment and as changes in duties, legislation and techniques demand
* Ensure core legal and health and safety requirements are met.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * Tasks are allocated to the post holder each working day who will work with experience Grounds staff .
* Carry out basic prioritising and organising of routine tasks and activities.
* Post holder does not need to understand work activities beyond those to be completed that day.
* Expected to perform tasks within an appropriate time and quality requirement, following simple oral and/or written instructions.
* Under regular supervision.
* Deviation in work activity is not permissible without approval from supervisor or manager.
* As post holder progresses through their course, they will be expected to start prioritising and organising routine tasks and activities.
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| **Problem Solving and Decision Making** * The post holder must work closely with their supervisor and take instruction before acting
* The post holder must work Under regular or direct supervision - this will be reviewed as the post holder progress their apprenticeship.
* Expected to perform tasks within an appropriate time and quality requirement, following simple oral and/or written instructions
* As post holder progresses through their course, they will be expected to start prioritising and organising routine tasks and activities.
* Ability to solve a range of day-to-day problems with close supervision.
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| **Continuous Improvement***.* * Work with manager and/or more experienced colleagues to develop abilities and competence through learning and/or exposure to a range of activities.
* Complete all college work and exams governed by your training provider within the allotted time
* A good work ethic and willing to be flexible when needed
* Always Punctual
* Corporate uniform will be issued and must be always worn while at works and must be always kept in a clean and respectable condition.
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| **Accountability** * Ensure their own wellbeing and that of others, through compliance with standard procedures, including those governing Health and Safety
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| **Dimensions of the role** * Responsible for the use and care of any relevant equipment and tools.
* May involve delegated responsibility for overseeing task completion and assessing standards have been met.
* May assist in the development of new systems or procedures.
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| **Person Specification** This section describes the sum of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| GCSE (minimum) Maths and English at equivalent level C | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance. | **Essential/Desirable** | **Level****1-3** |
| Some relevant interest in a horticultural environment | E | 1 |
| A basic understanding of Health & Safety | E | 1 |
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| **Special Requirements:**  | **Essential/Desirable** |
| Hold a current full UK drivers’ licence, or equivalent allowing driving in the UK | D |
| Sufficiently physically fit to be able to undertake outdoor work in all seasons | E |
| Ability to work outside of normal working during periods of exceptional inclement weather. | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsManaging and Developing PerformanceCreative and Analytical Thinking (level 3 only)Influencing, Persuasion and Negotiation Skills (level 3 only)Strategic Thinking & Leadership | 111121n/an/an/an/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significantly changes to the Job Purpose become necessary, the post holder will be consulted, and the changes reflected in a revised Job Purpose. To be reviewed annually with the apprentice and supervisor or manager |
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| **Organisational/Departmental Information & Key Relationships** |

Background InformationEstates & Facilities Management are responsible for the planning, development and maintenance of the University Estate, and provide support services to all faculties and departments at the University. The Estate is a key element of the maketability of the University. Estates and Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience.Estate and Facilities Management has the following sections:* Administration, Central Distribution & E&FM Help Desk
* Maintance Services
* Projects
* Horticulture
* Sustainability & Energy Management

Planning and Space Management |
| Department Structure Chart Sports and Landscape Manager Grounds Team Leader Grounds SupervisorApprentice |

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| Relationships The Post holder will liaise and work with colleagues to complete their objectives and ensure a quality one team approach. There will be regular contact with students and staff whilst carrying out their duties, and they are expected to behave in a helpful and courteous manner to always promote a positive image of the department. They will consult with the Service Support Manager and Engineers for advice and guidance and will liaise with external consultants and contractors as required in eth completion of their tasks.The post holder will be familiar with the Universities’ values and work at all times with these standards in mind and be aware of their responsibilities to represent E&FM in a professional and effective manner. This will include embodying the E&FM ‘one team’ approach that supports our colleagues in adjacent teams however we can.**Internal*** Senior colleagues within E&FM
* Colleagues across the broader University
* Health & Safety colleagues
* Faculty and key stakeholders

**External*** Contractors
* Health & Safety specialists
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