

HOME GROUP
JOB DESCRIPTION

1	JOB DETAILS	
	Job Title: Landscape Co-ordinator	Date:
	Reports to: Lead Contract Manager	Ref: HOMEJD 015

2	JOB PURPOSE To co-ordinate and implement Home Group's landscape work, including the management of procured contractors, to ensure our neighbourhoods are great places to live.
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3	DIMENSIONS <i>Detailed below are the financial measures and statistics relevant to this post.</i> <ul style="list-style-type: none"> • Manage budgets up to £500k in accordance with Home Group's policies and procedures. • Manage contractors performance and ensure contract specifications are delivered. • Liaise with customers and colleagues to resolve enquiries, complaints and to discuss service change requests.
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4	ORGANISATIONAL CHART <i>The following chart shows how your job fits into the department.</i> <div style="text-align: center; margin-top: 20px;"> Head of Maintenance Maintenance Manager Landscape Co-ordinator </div>
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5	KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED <i>Detailed below are the knowledge, skills and experience required for satisfactory job performance.</i> <ul style="list-style-type: none"> • Experience and knowledge of Landscape and Horticulture with a relevant level of experience and/or qualification to NVQ Level 2 or equivalent. • Experience of customer service/customer liaison • Considerable experience in hard and soft landscaping • Ability to meet deadlines (prioritise and delegate) • Ability to work within cost parameters • Experience of budget management • Familiarity with inspections and site work • Good written and verbal communication skills • Experience of managing contracts relating to horticulture, neighbourhood cleaning services and planned maintenance on a day to day basis
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	<ul style="list-style-type: none"> • Commercial awareness. • Able to monitor and manage budgets effectively and produce reports/costs/drawings • Knowledge of contract administration • Experience of using computerised systems • Experience of Health and Safety issues relating to Landscape and construction.
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6	KEY RESULT AREAS <i>The outputs of the job include:</i> <ul style="list-style-type: none"> • Prepare complex drawings, specification and contract / procurement documentation to provide to Contractors and ensure contractors are given clear instructions for works required. • Establish customers' requirements and action to ensure customers receive a responsive quality service. • Contribute to the continual examination and improvement of current systems and practices to ensure best practice is achieved. • Consider costs of contracts under their control to ensure value for money. • Give advice in emergency situations to ensure they are dealt with expeditiously. • Keep up to date with technical developments, relevant legislation, British Standards, Codes of Practice, Building Regulations and electricals to ensure legal and best practice. • Preparing and agreeing valuations and final accounts. • Manage contractors throughout the area of operation.
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7	COMMUNICATIONS AND WORKING RELATIONSHIPS <i>Your main contacts will include:</i> <p>Internal: Maintenance Manager (Line Manager) Operations Managers (colleagues) Housing Managers (colleagues) Maintenance colleagues (regarding works to be carried out) Enterprise and Development colleagues (regarding new build landscaping requirements) Income Management Team (to inform rents of works done which may mean a change to the service charge) Customer Service Centre colleagues (regarding enquiries from customers/clients)</p> <p>External: Customers and Clients (to liaise with to establish what they require) Contractors (regarding specifications about what needs to be done) Suppliers Statutory Undertakers (Northern Electric, Telecoms etc) Local Government (planning permissions) Health and Safety Executive (regarding Health and Safety issues) Customer Groups (consultations) Owner Occupiers (Party Wall act, boundary and communal area issues) Corporate Customers (regarding works to be carried out)</p>
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8	<p>SCOPE FOR IMPACT (Give some recent examples of your work that illustrate in more detail your key Result areas together with the complexities and other significant aspects of the job.)</p> <ul style="list-style-type: none"> • Monitoring and co-ordinating landscape services to neighbourhoods, schemes and general housing stock. • Management of contractors; dealing with complaints; surveying and recording of tree conditions; initiating tree pruning and felling requests; dealing with planning authorities over planing and conservation matters; recording and provision of financial information. • Ensuring all regulatory requirements for Planning and works on site are in place, observing H&S requirements. • Assisting with or organisation of numerous small works on behalf of Operations Managers and Housing Managers. Assisting with writing specifications; producing detailed drawings; preparing tender and Schedule of Rates information to assist colleagues to undertake customer consultation. • Continue to promote landscape services both internally and externally.
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9	<p>CORPORATE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To take responsibility for the health, safety and welfare of yourself and through your acts/and or omissions do not affect your colleagues. Actively follow the Group's Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and undertaking training to ensure compliance. • To undertake all reasonable training activity designed to support you in your role. • Promote equality and diversity as an integral aspect of working at Home and lead by example. • To undertake any further duties as requested by your Line Manager commensurate with the level of your post.
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10	JOB DESCRIPTION AGREEMENT	
	Job Holder's signature	Date
	Manager's signature	Date