

DIGNITY PLC

J O B D E S C R I P T I O N

JOB TITLE: Head Grounds Person / Gardner

REPORTS TO: As per organisational charts

JOB GRADE: Employee

PURPOSE OF ROLE

To maintain a high-quality environment which will present to clients and visitors a sense of tranquillity and reflect the excellent standards of care and sensitivity. To undertake the full range of gardening, cemetery, and horticultural tasks as well as leading a small team of Grounds people. To ensure consistent delivery of the highest levels of client service as set out in 'Serving our Local Communities'.

PERFORMANCE MEASURES

- Operational efficiency and attention to detail.
 - Growth of business.
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KEY RESPONSIBILITIES

Client Service Excellence

- Assists clients and visitors with their enquiries.
- Be aware of and sensitive to the needs of bereaved people.
- Ensure creativity but sensitivity with the design, maintenance of Cemeteries and construction of memorial gardens and where appropriate, utilisation of space.
- Carry out inspections of all new memorials and graves to ensure correct location, orientation, and quality standards.
- Performance management of direct reports with emphasis on the provision of consistently high-quality client service.
- Suggest refinements and improvements in client service to the Manager.

Operational Efficiency

- To undertake the full range of gardening, Cemetery, Crematoria, and horticultural tasks.
- Maintain the grounds and buildings to the highest standard in accordance with recognised horticultural and grounds maintenance practices.
- Ensure requirements time tabled in the Landscape Management Plan are strictly adhered to.
- Construct, place, fix memorials and ensure that they are subsequently maintained to the highest standard.
- Ensure grounds, paths and roadways are kept clear of litter.
- Ensure removal of floral tributes.
- Prepare and revise summer/winter bedding schemes with the Manager.
- Efficient stock management.
- Responsible for the maintenance of all equipment.

- Where appropriate, be involved in the cemetery exhumation process in conjunction with necessary third parties, in addition to the exhumation of cremated remains.
- Identify unnecessary costs and recommend controls to Manager.
- Fully comply with Quality Standards Manual and Dignity's Internal Procedures.
- Ensure that the working practices, facility, and its equipment are maintained to the highest standards according to Health and Safety legislation and Company regulations.

Business Growth

- Always behave as an ambassador for the business.
- Maintain professional relationships with the Clergy, Funeral Directors, and other opinion formers.
- Participate in and support community events and activities.
- Suggest horticultural and service refinements to Manager designed.
- To enhance conditions for business growth.

Other Duties

- Though your main role duties may be as presented above, we train all of our employees to be dual duty trained. Therefore, you will also be required to work within one of our other area including Grounds, Cremator back-of-house, Chapel of Rest and Administration Offices.

SCOPE OF ROLE

Reports to: As per organisational charts

Direct reports: NA

Indirect reports: NA

WOULD SUIT SOMEONE WHO:

- Committed to the provision of delivering excellent care and client service.
- Supportive to colleagues and contributory to a positive work environment.
- Reliable; both in terms of timekeeping and fulfilling agreements.
- Well presented and aims for high standards in role.
- A good communicator, with literacy and numeracy skills appropriate for role.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience

- Previous supervisory / management / team leader-based experience.
- A key team player and can work collaboratively with others.

- Skills & knowledge of grounds maintenance is preferred.
 - Horticultural experience / qualifications are preferred although not essential.
 - PC Literate – able to utilise MS Office Packages (Word, Outlook, PowerPoint, Excel etc.)
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**Education/
Qualifications**

- Educated to GCSE or equivalent level.
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General

- An enthusiasm towards building relationships in your community and an understanding of local geography are useful in this role.
- Warmth, personal resilience, and professionalism are key.
- Active team leader with the ability to motivate members of a team and work collaboratively together.