

DIGNITY PLC

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

JOB TITLE:	Groundsperson / 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. 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.
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KEY RESPONSIBILITIES

Client Service Excellence

- Assists clients and visitors with their enquiries.
- Ensure consistent delivery of the highest levels of client service and provision of all aspects of 'Serving our Local Communities'.
- Be aware of and sensitive to the needs of bereaved people.
- Suggest refinements and improvements in client service to the Head Grounds person/ Manager.

Operational Efficiency

- To undertake the full range of gardening, cemetery, and horticultural tasks
- Maintain the grounds to the highest standard in accordance with recognised horticultural and grounds maintenance practices
- Construct, place, fix memorials and subsequently maintain to the highest standard
- Clear the grounds, paths, and roadways of litter
- Maintain all grounds equipment
- Remove floral tributes
- 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
- Carry out any other duties when reasonably requested to do so by your Line Manager

Business Growth

- Always behave as an ambassador for the business.
- Suggest horticultural refinements to Head Grounds person/ 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

- A key team player and can work collaboratively with others.
- Following instructions/processes.
- Skills & knowledge of grounds maintenance is preferred.
- Horticultural experience / qualifications is preferred although not essential.
- PC Literate – able to utilise MS Office Packages (Word, Outlook, PowerPoint, Excel etc.)

**Education/
Qualifications**

- Educated to GCSE or equivalent level.

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.