

# Role profile

**Job title:** Grounds person

**Reports to:** Senior gardener

**Date prepared:** August 2018

## Purpose

To assist in the maintenance of park gardens including the nursery and landscape, enclosure areas, facilities and infrastructure owned by the RZSS in line with the Gardens team's procedures and ongoing site development plans in support of RZSS' vision and mission. Providing high standards of general maintenance to ensure that all areas of the site are safe and well presented for our visitors.

## Scope

- Working predominantly across one site (RZSS Edinburgh Zoo), however there may be rare occasion (2/3 times a year) where they will have to help at another site (RZSS Highland Wildlife Park).
- Act as a public facing representative of RZSS in accordance with the Society's core values and assist Visitors with their queries on ad-hoc basis
- May have supervisory responsibility for seasonal Grounds Persons and Placements Students on adhoc basis.

## Responsibilities

- Assist with the daily maintenance of the sites gardens and landscapes to agreed standards, e.g. keeping gardens, grounds and landscaping clean, in good state of repair to agreed standards and supporting construction projects, e.g. new enclosures.
- Assist with the co-ordination of a range of horticultural activities (e.g. maintaining appearance of grounds, up-keep of the lawns, pathways, entrances of site, leaf sweeping, weeding, grass cutting and sweeping the perimeters) that involve other sections and departments
- Conduct routine cleaning, inspection and maintenance of assigned small plant and vehicles according to the agreed transport policy and best practice
- Recommend to your manager cost-effective opportunities to minimise the impact of your department and RZSS' operations on the environment
- Provide supporting role to Events Team regarding special event set up and taken down.
- To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.
- Ensure compliance with RZSS's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Engage with the Society's appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
- Perform other reasonable duties and projects as directed by your manager.

## Knowledge, skills and experience

Knowledge	Essential	Desirable
Relevant SVQ level 1 qualification, or equivalent qualification or experience.	✓	

  

Skills	Essential	Desirable
Basic understanding of horticultural practice.	✓	
Knowledge and understanding of use of professional gardening hand tools.	✓	
Knowledge and understanding of basic small plant maintenance.		✓

  

Experience	Essential	Desirable
Practical experience in a horticultural and or landscaping activity.	✓	
Able to both work as part of a team, or on your own.	✓	
Able to demonstrate and set a good example of health and safety practice to others.	✓	
Some experience of working in a public environment.		✓

## Behavioural competencies

Competency	Level	Essential	Desirable
Planning & Organising	Plan ahead, organise your work, take into account the potential for change		✓
Delivering Services & Experience	Perform your role to the best of your ability with enthusiasm and a positive approach,	✓	
Team Working	Be collaborative and seek to find a positive outcome for the team and for RZSS		✓
Developing Talent	Take responsibility for your performance and career development	✓	

Communicating	Comfortable initiating dialogue with people; communicate with care to ensure your message is understood	✓	
Embracing Change	Take the initiative to make improvements to the way you do your role	✓	
Thinking Big Picture	Think about RZSS' mission and its implication upon your work		✓

## Role dimensions

### Planning and Organising

- Work under the direction of more senior gardening staff and work is allocated on a daily basis by which has clearly defined priorities and deadlines in keeping with the job request system and customer expectations.
- Performs routine activities in a structured environment, following established processes and procedures.
- Work under direct supervision with a member of the gardening team on short work assignments with guidance and instruction.
- Limited scope to amend daily schedule, unless subject to mitigating circumstances, e.g. H&S issue preventing role holder from completing a piece of work.

### Communication and relationships

- Is able to effectively communicate with customers and act as a friendly point of information for visitors, e.g. answering queries, pointing visitors in the right direction
- This post also involves working alongside numerous staff from other departments, e.g. liaising with Living Collections Team on gaining access to animal enclosures, informing colleagues of work progress or seeking feedback upon quality of work completed etc.

### Problem-solving and decision making

- No autonomy or decision making required as works within clearly defined processes with direct supervision.
- As closely supervised, errors are detected quickly, e.g. same day. Work is inspected by a member of Property & Estates Team and then by the client (Living Collections).
- Requires assistance when dealing with unexpected problems and escalated to Gardener

## Other information

I have discussed and agreed this updated role profile with my manager

Name:

Signature:

Date:

