

# JOB PACK

**GROUNDS MAINTENANCE MANAGER**

Creating homes.  
Building lives.



**Jigsaw**



# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum, plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability &amp; medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

You will be welcomed as part of our established and dedicated Asset Management department which has a committed and passionate team of 600 colleagues who work with care, professionalism and togetherness.

### Role Summary

You will deliver an excellent gardening service that will help to enhance our residents' green spaces around homes and estates.

Your excellent customer service and contractor management skills means you will be able to give clear advice and explanation of work that is needed, or being carried out, to our residents.

You will be able to demonstrate current knowledge of all relevant legislation and Health & Safety regulations, making sure all work is completed to a high-quality standard and manage a budget to fit with our business plan and future spend.

**Responsible To** - Assistant Director, Estate Services

## MAIN TASKS OR ACTIVITIES

1. Manage Grounds Maintenance Service and associated colleagues.
2. Advise and resolve tenants' queries.
3. Make recommendations on efficiency, improvements and ways of working to help reduce costs such as investing in new plant, equipment, materials and methods of operations.
4. Manage a budget and proposals for future planned works. Provide information to assist in annual budget setting.
5. Ensure all tenants/customer contacts and complaints are dealt with fully, promptly and professionally.
6. Monitor fleet and liaise with the team to arrange maintenance and repair of vehicles.
7. Monitor personal and team performance and service delivery, taking action where necessary and providing senior colleagues with performance reports.
8. Ensure Health & Safety of all colleagues by maintaining safe working procedures in compliance with statutory law and the policies of the Company.
9. Promote good Health & Safety procedures in accordance with statutory requirements and Company Policy.
10. Provide induction and ongoing training for management and technicians as necessary.
11. Manage the delivery of specialist materials for trade technicians,
12. Maintain details of all hired plant and tools as well as materials and monitor use.
13. Manage compliance of all relevant risk assessments and method statements ensuring they are up to date and issued/understood by all technicians.
14. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.

15. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
16. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

## CANDIDATE REQUIREMENTS

### Candidate Requirements:

- Trade based qualification, City & Guilds/NVQ III
- Experience of working within an asset management/maintenance or similar environment with a basic knowledge of building construction.
- Management or supervision experience of a team of trade operatives.
- Knowledge of health and safety legislation/regulations and experience of maintaining and monitoring a safe working environment
- Experience of working in a customer orientated environment with a positive attitude towards resolving customer queries and complaints. Housing management experience would be desirable but not essential.

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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