



Working better together
for our residents

Landscape Services Officer

> Places and Estates > Estate Services Team

What's it all about

Reporting to Director of NHG Places, you will effectively manage the day-to-day landscape services ensuring delivery of maintenance is completed within contractual timeframes and within budget supporting the better together strategy.

How you'll make a difference

By ensuring performance of the contractor/s is consistent across the NHG, ensuring delivery is of a high standard and provides an effective, customer-focused, and consistent service across all regions, achieving business KPIs.

By externally representing and promote NHG effectively on matters relating to Landscape Services by creating a professional and positive image.

Working with the Landscape Services Manager to help design, budget for and successfully complete the annual landscape improvement works across NHG. Taking the lead for the enhancement schemes within the allocated regions.

By acting as the expert and point of contact in relation to Landscape Services queries from internal and external customers and stakeholders. Providing advice and guidance and attending regional meetings with residents as required.

Through harnessing a detailed knowledge of the needs and delivery requirements of NHG sites.

How you'll do it

Through monitoring, managing and enforcing performance of landscape delivery in line with the contract and conditions across the NHG portfolio, through site monitoring and safety inspections.

Working collaboratively with Landscape Services and the wider estates team ensure core services

represents good value for money to our customers, protects our assets, and aligns to best practice and continuous improvement.

By assisting in the re-tendering of contracts as needed in relation to gardening, grounds maintenance, tree works, tree surveys and other contracts involving Landscape Services.

You will ensure contractors deliver the tree management service across NHG via the ensuring that the annual tree management programme is completed.

You will ensure all green and brown roofs, have a correct maintenance schedule implemented and the annual works are completed.

You will monitor contractor performance and support with the treatment, management and eradication of invasive species such as Japanese Knotweed.

Supporting the development team in the implementation of and reviewing of proposed new build sites

Explore innovative ways of delivering services taking advantage of new technology and best practice.

By assisting the asset management team in delivering external works and minimising impact on landscaped areas and making good affected areas post completion driving a focus on biodiversity

Through ensuring contractors have the appropriate third-party accreditation for their service specialism and that any sub contractors are performing effectively with quality control checks in place.

Ensuring that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

Hybrid arrangements – at least two days a week in our on our estates and likely two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

This role is at a staff level

And it is expected that you will be:

Well versed in the practices of horticulture and arboriculture services

Passionate about delivering excellent customer services

Committed to our values within NHG

Driven to keep our estates and residents safe through high performance

Self motivated to learn and develop in line with best practices and legislative updates

A leader who works well with others who can motivate and inspire change within NHG

Happy working outside on the estates as well as in an office

Essential knowledge, experience and skills including qualifications and professional membership

- City and Guilds level 4 or equivalent in horticulture, or significant horticultural

and/or parks management experience, experience of Tree Management within the urban environment and a commitment to continuing professional development.

- Knowledge of the relevant legislative framework for Landscape Management and proven ability to manage risk and understand the impact for the wider business, ensuring that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation
- Demonstrable Landscape Management experience.
- Proven experience and ability to deliver excellent customer care and valuing diversity
- Intermediate IT and systems skills including Microsoft office
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS)