

Job Description

Job Title: Gardener

Department: Environment Department

(Natural Environment Division - North London Open Spaces)

Grade: B

Location: West Ham Park

Responsible to: Head Gardener

Responsible for: Apprentices, Volunteers

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Introduction

Located within the Natural Environment Division of the City of London Corporation's Environment Department, 'North London Open Spaces' oversees a portfolio of some of the United Kingdom's most iconic public green spaces. These include Hampstead Heath (inclusive of Golders Hill Park and Parliament Hill Fields), Highgate Wood, West Ham Park, and Queen's Park. These four green spaces operate as charitable trusts and are run at little or no cost to the communities that surround them.

Our public green spaces are home to formal parks, spectacular landscapes and vistas, ancient woodland, diverse wildlife and conservation areas, a zoo, a farm, club and world class sporting and athletics facilities, heritage assets, varied recreation and play facilities, and other unique offerings that contribute to making London the most liveable large city in the world. These beloved green oases are surrounded by communities who are engaged in and committed to their preservation.

NLOS regularly consults with the communities that surround each of its open spaces through numerous consultative committees and stakeholder and user groups, and we work closely with a variety of partners to preserve, activate, and support our four green spaces. We are a team of 125 people that are committed to conserving the spaces we are entrusted with. We embrace a work culture that is supportive and celebrates success, and we are committed to staff development and teamworking.

About West Ham Park

West Ham Park is a beautifully landscaped, award winning 77-acre park in the London Borough of Newham. It is home to the beautiful Ornamental Garden, large children's playground, football pitches, tennis courts, grass and all weather cricket strips,

West Ham Park is the largest park in the London Borough of Newham and has been owned and maintained by the City of London since 1874. The Park boasts a seven-acre

ornamental garden with meandering paths leading to a variety of horticultural splendours that reflect different periods in the Park's history and development.

Sports facilities include football pitches, one of only two grass cricket wickets in Newham, cricket practice nets, outdoor gym equipment, tennis courts, a running track and a softball area. A large playground ensures younger visitors are well catered for, the park has a bandstand, as well as large amenity areas for the local community to enjoy.

Serving a multi-cultural local population and open every day of the year, West Ham Park receives over 1.7 million visitors annually and is situated in a primarily residential area.

For more information: <https://www.cityoflondon.gov.uk/things-to-do/green-spaces/west-ham-park>

Purpose of Post

Gardeners are dynamic public open space management professionals who draw upon a horticultural knowledge base and skill set to help ensure that our public green spaces remain open, accessible, safe, and beautiful. Gardeners play a vital role in overseeing the day-to-day care of our gardens, parks and open spaces, conserving them for future generations, and ensuring that they remain places of pride for the City Corporation and the communities that surround and use them.

Gardeners perform a variety of horticultural tasks and work with a wide array of plants. In doing so, they provide a visible and professional service and represent the City Corporation as a committed steward of the natural environment, and one that is widely recognised for high-quality and inclusive services.

The Gardener will assist the Head Gardener in maintaining, protecting, and conserving West Ham Park to high standards in accordance with relevant legislation. They are part of a team that performs work in accordance with the site's management plan and work programme, and they also undertake surveys and inspections, and help the Natural Environment Division deliver on its key strategies.

Main Duties & Responsibilities

Horticulture, site management and maintenance

1. Undertake the full range of horticultural maintenance operations to enhance the general condition of the gardens and carry out specialised horticultural operations including but not limited to
 - a. Formative pruning for a range of plants
 - b. Pest and disease control, weed control (chemical spraying), general grass cutting and seasonal lawn care, hedge cutting, irrigation, strimming, edge reformation, clearance and maintenance of drains/gulleys/ponds and tractor driving operations including power take off attachments.

- c. Carry out specialised and general horticultural and grounds maintenance tasks to achieve high standards
2. Monitor and reduce risks on site and remove any identified hazards. Challenge inappropriate behaviour, enforce and educate visitors on byelaws and other regulations in a non-confrontational and professional manner, including anti-social behaviour, vandalism, and improper use of facilities or open spaces. Report and accurately record incidents in a timely manner and liaise with the Head Gardener, Senior Ranger and emergency services as needed, preparing evidence in respect of incidents on the site when needed. Share information about the City Corporation's open spaces.
3. Assist with the repair, maintenance, and installation of infrastructure and features on the site, including but not limited to drains, fences, barriers, gates, bollards, bridges, seats, signs, paths, and bins.
4. Operate and maintain a wide variety of hand and power tools, machinery, equipment, and vehicles in accordance with health and safety requirements. Including small and large tractors, power take off attachments, ride-on and pedestrian lawnmowers, hedge cutters, strimmer's, and scarab road sweeper. Maintain an ongoing awareness of habitat conservation and park and open space management issues.
5. Assist with research and planning for garden renovations to enhance horticultural heritage.
6. Undertake hard and soft landscaping tasks including ground preparation, paving, simple construction, grubbing out, planting trees/shrubs, and lawn renovation.
7. As directed by the Head Gardener and Senior Ranger, supervise and support the work of contractors on site while developing and maintaining good working relationships.
8. Undertake surveys and monitoring of work in areas of horticulture and grounds maintenance as required and directed by the Head Gardener. Contribute to the preparation of the site's management plan and work programme and contribute to the achievement and maintenance of the Green Flag Award and other nationally recognised standards.
9. Deliver conservation and site maintenance objectives according to the site management plan and work programmes, carrying out a wide range of practical tasks to deliver the reserve work programmes.
10. Carry out hand tool, plant and machinery maintenance, ensuring all records and logs are up-to-date and reporting any maintenance issues to the Head Gardener. Make full and proper use and take care of all clothing and protective equipment provided by the City Corporation in accordance with uniform and PPE procedures.
11. Work with the Head Gardener and Senior Ranger to ensure that routine written and visual health and safety inspections and meter readings are completed to ensure

relevant compliance, including but not limited to, vehicles and equipment, ensuring that information is uploaded and stored safely and correctly.

Communication and site use supervision

12. Build good working relationships and liaise with relevant stakeholders and external organisations, including but not limited to residents' associations, community groups, schools, user groups, and City Corporation working groups in line with management plan objectives. Support the Head Gardener in the recruitment, retainment, and development of volunteers as required.
13. Contribute to the promotion of the open spaces by regular contact and communication with the public via open days, exhibitions, guided walks and presentations, representing the Natural Environment and promoting the services available.
14. Use a PC with Microsoft Office, attend training, and develop the skills necessary to use a variety of other appropriate software, including Outlook and Teams, for communicating with colleagues. Carry, operate, maintain and be responsible for mobile communications equipment in accordance with site communication procedures.
15. Keep accurate work planning and completion diaries and other records or files relevant to the site as required, both in hard copy and electronic format. Undertake appropriate administrative duties relevant to the post and as allocated by the Senior Ranger.

Facility preparation, management, and maintenance

16. Assist in maintenance of annual renovations at the site.
17. Work with the gardening team to deliver ad hoc horticultural projects and tasks as required.
18. Support basic facility management and maintenance, including reporting issues on an online platform, liaising with contractors, and cleaning buildings present on site.
19. Assist the Head Gardener and Senior Ranger to visually inspect sites for compliance with fire safety regulations and other relevant policies. This includes adherence with health and safety inspections, including fire safety records, risk assessments, and safe systems of work.
20. Deliver horticultural maintenance and site maintenance objectives according to site management plan and work programmes, carrying out a wide range of practical tasks to deliver the reserve work programmes whilst operating and maintaining a wide variety of hand and power tools, machinery, and vehicles in accordance with health

and safety requirements.

Additional duties

21. Ensure that all tasks are undertaken in accordance with the Corporation of London (Open Spaces) Acts 1878 & 2018 and the Health & Safety at Work Act 1974, and other relevant legislation, codes of practice and guidance and assist with general risk, manual handling and COSHH assessments as allocated by the Senior Ranger. Prepare and review general risk, manual handling and COSHH assessments and prepare safe systems of working as required by the Head Gardener and Senior Ranger, and participate in workplace inspections, audits, and training.
22. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post, supporting the developing of a culture of inclusiveness for the North London Open Spaces and the Natural Environment.
23. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
24. To be committed to continuous professional development and excellent customer service, undertaking vocational and structured training and/or project work as identified by management and as part of the annual performance and development reviews.
25. To undertake any other duties that may reasonably be requested appropriate to the grade, including line management responsibilities when required.

Person Specification

Job Title: Gardener

Department: Environment Department (Natural Environment Division)
North London Open Spaces

Grade: B

Position number: 50006173

DBS Criterion: (delete as appropriate)
Standard DBS

Security Vetting Criterion: (delete as appropriate)
No security vetting is required

Politically Restricted Post Criterion: (delete as appropriate)

This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

1. National Vocational Qualification (NVQ) Level 2 in Horticulture or equivalent qualification, or can demonstrate demonstrable working experience at equivalent level. (A,I).
2. GCSE grade C or above in English and Maths. (A,I)
3. Certificates of competence in First Aid and NPTC, Lantra or equivalent in the following: brush cutter, strimmer, hedge cutter, pedestrian mower, ride on mower, tractor driving and use of pesticides Pa1 and Pa6. (A,I)
4. Full UK driving licence (A,I)

Experience Required

1. Experience of on-the-ground working at a park, garden or open spaces as a Gardener, Groundsperson, Ranger, or similar experience. (A, I)
2. Knowledge and experience of working with volunteers, contractors, and a variety of user groups and being an advocate for best practice in a recreational setting (A, I)
3. Experience of operating a wide range of grounds maintenance equipment, e.g., ride on mowers, tractors, hedge cutters, strimmers and pedestrian mowers. (A, I)
4. Experience of working safely, sustainably, and efficiently in a team environment carrying out practical works. (A,I)
5. Experience of horticultural maintenance works, including border maintenance, a wide range of pruning, weed and pest control, assisting in creating planting plans and plant selection.(A,I)

6. Experience of undertaking site protection of a public open space, and in reporting and addressing incidents in breach of site rules. **(A,I)**
7. Experience of dealing with visitors/customers in the voluntary, public service, or retail sector. **(A,I)**
8. Experience of patrolling and/or undertaking site protection of a public open space, and in reporting and addressing incidents in breach of site rules. (A,I)

Technical Skills & Knowledge

1. IT literate and capable of using a range of Microsoft office applications, including Word, Excel, and Outlook etc. (A)
2. Ability to carry out routine day to day tasks without undue supervision and manage your time effectively. (A,I)
3. Demonstrable ability to establish and sustain good working relationships within a team environment. (A,I)
4. The ability to develop new skills, including learning how to use a wide range of grounds maintenance equipment. (A,I)
5. Effective oral and written communication skills necessary for the duties of the post. (A,I)
6. The ability to stay focussed and calm when dealing with visitors and other site stakeholders. (A,I)
7. Excellent written communication skills in order to write reports, incident reports, and other relevant communications (A)
8. Strong interpersonal and customer facing skills, with the ability to work well with a wide range of people including government bodies, local authorities, residents, businesses and community groups, using diplomacy to inform, influence and engage positively with others. (A,I)
9. Good problem-solving skills and ability to deal with incidents and situations in a calm and diplomatic manner (A,I)
10. Ability to plan and deliver your own small venture projects (A)
11. Ability to work in all-weather climates (A)
12. Self-motivated and solution focused approach to issues (A,I)
13. Ability to work as part of a team to share and develop ideas. (A,I)

14. Ability to carry out activities of a strenuous nature, such as lifting and carrying events materials. (A)
15. Excellent oral communication skills with the ability to engage, communicate, and deliver talks on conservation or heritage themes to large groups including school groups. (A,I)

Other Relevant Information

This is a 37-hour per week post.

1st April – 31st September:

Monday – Thursday: 08:00 – 16:30, with a 30min unpaid lunch.

Friday: 08:00 – 15:30, with a 30min unpaid lunch.

1st October – 31st March:

Monday – Thursday: 08:00 – 16:00, with a 30min unpaid lunch. Break.

Friday: 08.00 – 13.00, with a 30min unpaid lunch

This working pattern may be changed to meet business and service delivery needs with reasonable notice.

A clean and full UK driving licence is required for the post. (A)

Experience of working in line with good health & safety practice.

You must be able to work on uneven terrain and dense vegetation in all weathers away from usual office facilities, with minimum direct supervision and on occasions alone.

As the role involves engaging directly with the public, the work may involve potentially confrontational situations on occasion.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

