

ROLE PROFILE

Grass Cutting Team Leader	
Reporting to:	Maintenance Manager
Role purpose: To lead a team, ensuring grass around holiday homes and all communal areas is well-maintained and attractive	
Responsibilities <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Supervise a team of approximately ten grass cutters • Communicate weekly grass cutting schedule and ensure it is delivered well and in a timely manner • Perform regular supervision and quality checks on teamwork, giving feedback and support where appropriate • Train and develops team members • Use ride-on, or Ransome, mower to cut grass in all areas of the park • Strim edges and delicate areas around caravans • Rake grass trimmings to leave a tidy finish on all lawns • Apply weedkilling chemicals where necessary • Prepare for all weather conditions • Greet owners and holidaymakers and assist them where required 	

Progression in role: Entry <ul style="list-style-type: none"> • Good spoken and written English • Personable and confident with positive attitude • Attention to detail • Reliable • Has clean driving licence • Physically capable of outdoors work • Works well under pressure • Agricultural/ horticultural background • Management of team leader experience • Tree maintenance knowledge • PA1 and PA6 pesticide certificates • Can work flexible hours 	Training for role Company orientation and induction General health and safety Fire safety Manual handling COSHH GDPR Company mower and strimming Cove Leader
Competent – three months <ul style="list-style-type: none"> • Team output is completed to a high standard on time • Manages stock levels of chemicals 	PDRs Diversity and Inclusion

<ul style="list-style-type: none"> • Team training programme in place and adhered to • Aware of every team member's progress in the job • Supervises maintenance of machinery • Good relationships with owners, holidaymakers and colleagues 	
<p>Advancing</p> <ul style="list-style-type: none"> • Actively develops team members who want to progress by offering training and mentoring 	Coaching and mentoring
<p>Excellence</p> <ul style="list-style-type: none"> • Suggests creative, practical ideas to improve grounds • Team feedback is exceptional 	
<p>Key measures</p> <p>Owner survey Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Guest feedback Complaint ratio Manager feedback</p>	