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| Last updated: | 31 July 2023 |

**JOB DESCRIPTION**

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| Post title: | Landscape ServicesManager | | |
| School/Department: | Estates and Facilities, Campus Services | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Community & Operational (CAO) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Campus Services Manager (MSA Level 5) | | |
| Posts responsible for: | Three Landscape Services Supervisors (CAO Level 2b) and up to 10 permanent and part year Landscape Services Operatives (CAO Level 2a). | | |
| Post base: | Office-based, but with time spent out on sites (see job hazard analysis) | | |

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| Job purpose |
| To manage and deliver an excellent landscape service across academic and residential campuses alike using both directly employed staff and contractors within a defined budget. To improve the visual amenity of the University’s external environment. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To manage the delivery of a high-quality landscape service, to set standards on all the academic and residential campuses and also on external hard surfaced campus grounds, to identify, plan and implement long term improvement works. | 20% |
|  | To manage recruitment, induction, training, qualification aims, disciplinary matters and leave and absence management for all directly employed staff. | 15% |
|  | To manage a Work Planning system, including the analysis of current work patterns and planning future workloads. | 10% |
|  | To procure and engage landscape and arboricultural contractors competitively, as required, to supplement in house resources, to provide specialist services and to complete projects. | 10% |
|  | To manage an arboricultural service, including supervision of an external surveying consultant, data management and the organisation of remedial works | 10% |
|  | To identify requirements and competitively procure materials and equipment. | 5% |
|  | To liaise with customers of the Landscape Services Section to strive for their complete satisfaction. | 5% |
|  | To assist in the preparation of the Landscape Services budget and manage and deliver services within budget. | 5% |
|  | To carry out design work for landscape improvement schemes and to act as University liaison for New Build and Development projects. | 5% |
|  | To ensure all work carried out by Landscape Services’ staff and contractors meets relevant health and safety legislation and established University Health and Safety, Equality and Diversity, Environmental, Sustainability and other policies and procedures | 5% |
|  | To be responsible for delivering (and further developing) the University’s Biodiversity Policy and Plan to maintain, and in the long term enhance, the University’s grounds for plants and wildlife. | 5% |
|  | To assist the Campus Services Manager with initiatives aimed at improving the performance of the Landscape Services Section. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. |  |

| Internal and external relationships |
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| 1. Campus Services Manager and Assistant Director (Facilities) to establish service standards and performance targets. 2. Landscape Supervisors to ensure delivery of services to set standards and to meet performance targets. 3. External contractors to ensure delivery of services to required standards and achieve good value. 4. Materials suppliers to ensure suitable quality materials procured at competitive prices. 5. Faculty Projects Team to provide information and guidance in relation to projects which impact the University landscape. 6. Capital Projects Team to provide information and guidance on development project. 7. Environment Manager in relation to biodiversity matters. 8. Customers to seek feedback on service delivery. 9. Higher Education and industry peers to ensure University of Southampton keeps abreast of industry developments. |

| Special Requirements |
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| May be required to work non-standard hours on occasions to liaise with staff working outside of office hours. Will be required to travel to all University sites regularly and independently. Must hold a current UK driving licence and have access to a vehicle which can be made available for travel on University business. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification in a horticultural related area.  Extensive experience of managing a large and diverse workforce.  Extensive experience of delivering a service through a team of supervisors.  Extensive knowledge of the horticultural industry, its methods, equipment, products etc.  Experience of managing a horticultural service  Arboricultural knowledge  Health and Safety knowledge  Understanding of how the specialist/professional services provided by the post-holder support the objectives of the University. |  | Certification  Application and at interview  Application and at interview  Application and at interview  Application and at interview  Application and at interview  Application and at interview |
| Planning and organising | Able to manage own workload and oversee workload management of others.  Able to plan months in advance and able to react to events as they happen. |  | At interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them. |  | At interview |
| Management and teamwork | Able to directly manage Supervisors and staff.  Able to directly manage external contractors.  Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork.  Able to formulate development plans for own staff to meet required skills. | Experience of successfully managing and developing staff. | Application and at interview |
| Communicating and influencing | Able to motivate a directly employed team.  Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation. |  | At interview |
| Other skills and behaviours | Desire to achieve consistently high standards. | Able to adopt flexible approaches to achieve performance targets when required. | At interview |
| Special requirements | Hold a full UK car driving licence | Able to work flexible hours on occasions to liaise with staff working outside of usual office hours. | At interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | √ |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | √ |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |