



Creating great homes together

# Role Profile

**Position**

**Grounds Maintenance Manager**

**Reporting to**

**Supply Chain Manager**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.
- You'll lead a multi-skilled team delivering essential grounds maintenance and utility services, including sewer operations, ensuring communities remain safe and well-maintained.
- Access to first-class leadership training and ongoing development opportunities to help you excel in your career.
- Clear progression pathways and support to achieve your professional goals.
- Well-maintained, regularly updated equipment and PPE for you and your team.
- A collaborative environment where your ideas for improvement are valued and implemented.
- Opportunities to make a difference locally through volunteering and community initiatives.

## • What you are known for

- Inspires confidence and motivates teams to deliver exceptional results.
- Leads by example, demonstrating professionalism and integrity in all interactions.
- Maintains a positive, calm, and solution-focused attitude, even under pressure.
- Flexible in responding to changing priorities and operational challenges.
- Skilled at prioritising tasks and managing complex work schedules effectively.
- Ensures resources are allocated efficiently across grounds and utility operations.
- Builds strong relationships within the team, across departments, and with external partners.
- Communicates clearly and confidently, ensuring everyone understands expectations and goals.
- Goes the extra mile to meet customer needs and resolve issues promptly.
- Represents the organisation professionally, enhancing trust and satisfaction.
- Champions health and safety compliance, embedding best practices in daily operations.
- Promotes a culture of accountability and continuous improvement

## What you take care of

- Leading and managing Grounds Maintenance teams and Grounds Utility Operatives responsible for sewer maintenance.
- Setting clear objectives, monitoring performance, and providing coaching and development opportunities.
- Ensuring team compliance with all safety standards and operational procedures.
- Planning and allocating work schedules across grounds and utility operations to meet service targets.
- Coordinating resources, equipment, and materials to ensure efficient delivery.
- Managing emergency response for sewer blockages or flooding incidents.
- Implementing and monitoring Health & Safety, COSHH, and water industry regulations.
- Conducting risk assessments and ensuring safe systems of work are followed.
- Maintaining accurate records for audits and inspections.
- Acting as the escalation point for customer queries and resolving issues promptly.
- Building strong relationships with internal teams, contractors, and external partners.
- Providing advice and guidance to customers on grounds and utility-related matters.
- Overseeing equipment servicing, minor repairs, and stock control.
- Ensuring vehicles and machinery are maintained and compliant.
- Identifying opportunities to improve service delivery and operational efficiency.
- Driving sustainability initiatives and supporting biodiversity in grounds maintenance.
- Reporting on performance metrics and implementing corrective actions where needed.

## What you need to be successful

- Proven experience managing multi-disciplinary teams, including Grounds Maintenance and Utility Operatives.
- Ability to inspire, coach, and develop individuals to achieve high performance.
- Skilled in conflict resolution and fostering a positive team culture.
- Strong understanding of grounds maintenance practices and sewer maintenance operations.
- Knowledge of relevant legislation and standards, including Health & Safety, COSHH, and water industry regulations.
- Ability to implement and monitor safe systems of work, risk assessments, and method statements.
- Competence in planning, scheduling, and resource allocation to meet service delivery targets.
- Experience in equipment maintenance schedules.
- Analytical skills to review performance data and identify opportunities for improvement.
- Excellent interpersonal skills for engaging with customers, colleagues, and external partners.
- Ability to handle escalated queries professionally and deliver solutions promptly.
- Strong written and verbal communication for reporting and team briefings.
- Basic IT literacy for scheduling, reporting, and compliance documentation.
- Full manual driving licence (up to 3.5T, ideally with towing capability).
- Adaptable, proactive, and solution-focused mindset.
- Ability to work under pressure and make sound decisions independently.
- Commitment to continuous improvement and professional development

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- PA1 & PA6 in Pesticide application & CS30, CS31 in Chain saw use desirable

Approved: