



Job Outline: Seasonal Golf/Grounds Maintenance Assistant

Salary Band: 2, £15,651 pro rata

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not For Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. Our Culture

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure makes a positive difference by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve.

3. The Job

As a seasonal golf/grounds maintenance assistance you need to work to a quality standard of basic golf/grounds maintenance. You will work in a team with daily tasks delegated by a team Supervisor, who will report directly to a Golf/grounds maintenance Duty Manager, the rest of the team will be made up of greenkeepers/groundsmen and assistant greenkeepers/assistant groundsmen.

You will have the ability to follow daily instructions and to carry out basic grounds maintenance tasks including but not restricted to litter picking, bunker maintenance, operation of grass cutting machinery, assist in carrying out maintenance programs including top dressing and fertilising. The role also involves general machinery maintenance, with the ability to follow Health & safety procedures.

You will have a pride in your work and be able to look at things from a customer perspective.

4. The Team

- Golf and Grounds Maintenance Manager
- Duty Managers
- Supervisor
- Greenkeeping/Grounds Maintenance Staff
- Golf Receptionists/Golf starters
- Cleaners

5. Your Ability

For this role you must be able to demonstrate the following key skills:

- Literacy – able to read, interpret and understand written documents
- Communication – Must be able to listen and understand basic instructions, and be friendly and approachable at all times to fellow team members and customers/members of the public.
- Technical systems – Follow procedures, safe systems of work and H&S guideline
- Teamwork- Must be able to work as a member of a team

Qualifications

No qualifications are required but a background in a similar role would be an advantage.

6. What the job involves

Our aim is to produce a quality golf course that customers want to play and return, which customers and staff are proud of.

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

General

- Receive and action your work instructions from the team Supervisor
- Maintain a 'hands on' approach to deliver excellent Golf/Grounds Maintenance standards
- Meet timescales for completion of tasks
- Good time management skills
- Provide regular updates on works progress as required
- Well versed in basic Golf and Grounds Maintenance operations
- Make sure that tools and equipment levels are cleaned and stored in a safe manner
- Take part in relevant staff training.

Health & Safety

Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.

You will be required to fill out a hand arm vibration questionnaire.

7. Behaviour

The booklet 'Working with Us' outlines the behaviours that we are all expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication

- Actively listens carefully and asks questions to check understanding
- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Reads, interprets and understands all written communication relevant to their role
- Completes forms neatly, accurately and promptly
- Ensures information and messages are accurate and passed on promptly
- Encourages open communication between staff

Teamwork

- Gets to know people as individuals and respects their contribution
- Considers issues from different perspectives
- Knows what their team aims to achieve, their role and the part they play
- Takes an active and positive part in the activities of the team

Problem Solving & Decision Making

- Follows procedures and uses some flexibility to interpret them to deliver great customer service
- Makes sound decisions in own area of work referring to systems of work, Edinburgh Leisure policies and procedures
- Understands and considers the effect of their decisions
- Asks others for advice and guidance when it is appropriate to do so
- Knows their own level of authority for decision making
- Identifies problems at an early stage
- Suggests solutions to resolve problems

Creativity & Innovation

- Contributes ideas and suggestions for improving and developing customer services
- Is open to do things a new way
- Displays an enthusiastic approach

Achievement

- Provides great customer service while getting the job done
- Organises own time effectively so that work is completed to deadlines and agreed standards of the service
- Covers other duties when needed
- Takes responsibility for their own actions
- Takes appropriate corrective action when standards are not being met

Development

- Is proactive in developing own performance
- Values and responds positively to feedback and learns from experience
- Applies learning to improve performance
- Seeks opportunities to learn and develop new skills to improve performance
- Proactively seeks feedback on their performance

8. Demands

Physical Demands:

This role involves sitting, standing, walking use of some petrol machinery and working in an outdoor environment exposed to the elements, the role will also require lifting and carrying.

Mental Demands:

This role you to be alert as you are lone working you may have to respond positively to customer enquiries

Emotional Demands:

This role involves working with the public, and the vast majority of our customers are happy to be on our golf courses. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

Environmental Demands:

You will be required to maintain a tidy work environment, e.g. machinery stores, workbench areas and storage facilities.

Working hours

You will work on a 5 over 7 rota, with a working day starting at 6.30am – 2.15pm from April 1st – September 30th 35.75 hours per week.

9. Disclosure

A BASIC level disclosure is required