

Role: Ground Maintenance Operative
Reports to: Facilities Soft Services Supervisor
Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

To support the delivery of our soft services, which play a crucial role in the experience of all clients and customers at the Scottish Event Campus (SEC). Also to offer support for the Facilities Soft Services Supervisor on managing the grounds maintenance.

Key Responsibilities

- Support continuous improvement and maintain the ground's property in a clean, neat and orderly condition.
- To carry out all necessary tasks associated with the upkeep of the grounds including and not limited to mowing, edging, trimming, pruning watering plants, maintain the bee hives and support on the upkeep of the Green Bank.
- Ensure all equipment is maintained, pat tested and asset control documentation maintained in accordance with Health and Safety.
- Ensure the removal of litter and rubbish in certain defined areas, liaise with the Facilities Soft Services Supervisor & cleaning partner.
- During the winter season, ensuring that footpaths and parking areas are safe for customers and visitors to the SEC - may require further spreading of grit during the day or late afternoon.
- Liaise with the helpdesk to resolve any soft services issues quickly and effectively, including completing tasks and jobs as appropriate.
- Support colleagues across the Facilities Team to ensure the delivery of a service quality that enhances the client and customer experience and exceeds expectations.
- Assist in monitoring and managing suppliers (e.g., waste management, pest control) to ensure they meet and exceed agreed SLAs.
- To continuously review existing procedures and suggest potential improvements and efficiencies through automation, new technologies and changes to ways of working. In particular, to look for further opportunities to improve our services.
- Conduct regular audits to ensure that service delivery aligns with agreed SEC standards.

Required Skills and Experience

- Knowledge of Health & Safety legislation including COSHH.
- IOSH certificate.
- Good numerical and written skills.
- Ability to communicate effectively at all levels.
- Excellent people management skills.
- A minimum of 5 years' experience working in a similar environment or in a commercial environment.
- Experience of Microsoft software systems.
- Able to work flexibly in line with business requirements including working early morning and, in the evenings, and weekends.

Key Competencies

- Proficient with operating groundskeeping equipment such as powers mowers ride on equipment and forklift.
- Certificate or licences to be able to use heavy duty machinery.
- Valid driving licence.
- Educated to a minimum of NVQ level 4 or equivalent.
- This is a physical role, so you need be reasonably fit to cope with the demands of the role, which include lifting, carrying and working outdoors in all weather conditions.