

Job title: Horticultural Technical Lead

Line manager: Head of Environmental Services

Grade (if applicable): 2

Direct reports 0



Role purpose:

This is an exciting and important role providing technical expertise to operational teams to help them deliver our strategic plans including 'Living in the Landscape', our biodiversity action plan, and our Estate Management Plan (EMP) and ensuring our teams are well trained to translate these ambitious approaches into reality. It will require cross working with Peabody's Landscape Team and others to make the most of resources and deliver the future plans. We want Thamesmead's landscape to be seen as exemplary, to be a place people want to work and train in, to encourage our residents to become involved and to become a place that represents the landscape of the future.

Key results:

To provide guidance and training to operational teams on implementation of the Estate Management Plan and biodiversity action plan, working collaboratively with the Peabody Landscape team and others as necessary.

To manage research and data collection from horticultural sites using databases and GIS systems including plant health, invasive species, biodiversity, plant identification, water, habitats, usage and features, habitats and ecology, to measure success against the EMP and biodiversity action plan, ensure best practice is achieved in all areas and can be demonstrated.

To review existing landscape management plans and develop new plans to complement and to bring them alive within the delivery of our horticultural and environmentally focused services incorporating the wider landscape context, legal frameworks, and site factors such as design, health and safety, condition, features, soils, habitats ecology and sustainability.

To review, update and integrate our existing EMP to ensure it meets our requirements and represents good practice. To help establish and implement effective work plans and practices to ensure suitable quality and meets objectives.

To provide technical expertise to operational teams on the planning and refurbishment of hard and soft landscape areas, including the measurement of energy usage and environmental standards, to work towards a zero carbon economy.

To evaluate and understand the current delivery standards and training needs for teams. In conjunction with the teams, partners and the Peabody Academy (as appropriate) develop appropriate training pathways, developing and delivering training as needed.

To explore opportunities for working with third parties such as but not limited to London Wildlife Trust, Thames21, and others to maximise the benefits and opportunities to Thamesmead.

Undertake the procurement and design principles for public realm soft and hard landscape.

Deal with enquires from both internal and external stakeholders around events including risk and licence requirements.

To monitor and review our delivery to ensure legal compliance and best practice are adhered to.

To ensure the provision of excellent customer service and experience to all stakeholders to maximise customer satisfaction.

To take a proactive role in the positive resolution of complaints.

Version Date: August 2024

Signed off by:

Work with canals and waterways teams to develop and deliver management plans in line with best practice.

Success metrics:

- Reduction in carbon footprint.
- Delivery of our horticultural services in line with the EMP.
- Planning and implementation and refurbishment of hard and soft landscape areas for the operational teams.
- Evaluate the current standards and training for the teams and, in conjunction with them, develop appropriate training pathways.
- Deliver new starter training programme for all new team members
- Deliver training to the wider team identified by the training pathway aligning with Living In The Landscape.

About you:

You will be:

- Able to work independently with a focused, self-motivated approach and collaborate with colleagues as necessary to implement plans effectively.
- Committed to the delivery and management of exemplary landscape and public realm.
- Able to deliver a high standard of service based on sound business evidence, and best practice.
- Able to meet deadlines and targets.
- Committed to continuing professional development of yourself and the team.
- Able to communicate in a clear manner with team members, colleagues, and members of the public with a focus on an empathetic approach.
- Able to review and monitor budgets.

You will have:

- Thorough knowledge and experience of parks management, water management, and associated amenity horticulture.
- Experience of embedding sustainable working practices.
- Solid understanding of survey, research and data analysis techniques for horticultural sites including features (for example paths, structures, utilities), abiotic factors (for example aspect, climate), ecology, horticultural elements (for example plants, soils), community engagement and people (for example usage, access, experience).
- Understanding of relevant legislation and its implementation relating to parks, amenity horticulture, environment including greenhouse keeping and biodiversity and food growing.
- Relevant degree i.e. horticulture or landscape disciplines, or equivalent experience in both soft and hard landscape in the horticultural environment and ideally a professional membership of a recognised professional body such as Chartered Institute of Horticulture.
- Experience of interpreting strategies and management plans for operational teams.
- Experience of carrying out training needs analyses, developing and delivering appropriate training programmes.
- An understanding of procurement processes.
- Excellent written and verbal communication skills.
- Proven attention to detail and focused approach.
- Proven prioritisation skills.
- Proven experience and ability to deliver excellent customer care.
- Competent IT skills including Word, Outlook and Excel and associated software.
- Current driving licence.