

Role Profile – The What, The Where, The How

POSITION	Grounds Maintenance Operative	REF	SERV29
TEAM	Grounds Maintenance	LOCATION	On site
VERSION	5	LAST UPDATED	August 2026

THE PURPOSE OF THIS ROLE IS TO

Responsible for carrying out grounds maintenance activities to ensure outdoor areas are safe, tidy, and well-presented. Duties include grass cutting, hedge trimming, planting, litter collection, and the safe use of tools and equipment, while adhering to health and safety procedures.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Carrying out all aspects of grounds maintenance (cutting, planting, weeding, etc.) in the most efficient manner, working to the relevant schedules.
2. Respecting and looking after Coastline's vehicles.
3. Respecting and ensuring all the tools, equipment and machinery is well looked after and maintained.
4. Building and maintaining Cornish hedgerows.
5. The use and control of required pesticides.
6. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
Put our customers first
Be open, honest and accountable
Value each other
Strive to be the best.
- Has a proven track record delivering all aspects of grounds maintenance and use of plant and equipment

- Experience of working in public areas and awareness of safe practices, so as not to injure people or damage property
- Confident with task-specific risk assessments and method statements, the use of pesticides, and the recording of that usage
- Flexible, self-motivated, able to work in a team or independently, with a clean and tidy work ethic
- Has a full driving licence and a satisfactory basic DBS check;

Some experience in the following would be an advantage:

- The ability to maintain and repair plant and equipment
- Qualifications in a specific trade, and possession of a CSCS card
- Possesses IT skills
- Local housing association knowledge.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Grounds Deputy Supervisor and Grounds Maintenance Supervisor

CONTACTS

Internal

- Directors, Managers and Supervisors of Coastline Services
- Administrative and finance support staff as required
- Coastline Customer Service Staff
- Staff within other departments

External

- Customers and potential clients of Coastline
- Local Authorities, construction companies, service providers, housing associations etc.