

# Active Living Wellbeing Gardener

## Main purpose of job

We are the leading independent charity in Cornwall and the Isles of Scilly working to improve the wellbeing of people in later life and striving to support them to live the life they want to live. In pursuit of this aim, we offer a Well-being Gardening service. This service aims to focus on wellbeing and connectivity with gardening activities.

As part of this gardening team, you will assist in making sure our client's gardens are maintained to a high standard and in line with their needs and wishes. Your qualities will include enthusiasm, friendliness and empathy. You will be knowledgeable approachable with an observant nature.

The role will include a range of practical gardening tasks within clients garden with some administrative responsibilities. You will need to have access to a well-maintained lawn mower and relevant tools and be competent with the use and maintenance of your equipment. You will also need to be able to travel independently with your equipment, to client's homes, Hubs and our Truro office.

You'll also be happy to support and interact with our clients to allow them to be involved with their gardens. You will be pleased to engage with them to answer their questions, or help them with any gardening tasks they want to be involved in. You will be warmly welcomed and very much appreciated as you help us to fulfil our charitable aims.

Whilst the role is very much primarily a gardening one, you will be part of our Active Living Team which includes Home Support as well as Gardening. From time to time, you may be asked to pitch in and help out with deep cleans or moving furniture etc., if we are short staffed, but for the most part you will be gardening.

We pride ourselves in delivering a person-centred approach and a willingness to adapt to a person's needs and wishes.

## Main responsibilities

- To complete discussed and agreed gardening tasks within a client's garden professionally, timely and with care. These may include:
  - Grass cutting
  - Planting and plant maintenance
  - Weeding
  - Pruning and hedge cutting
  - Clearing paths, doorsteps & paving's
  - Shed and greenhouse tidying, clearing and cleaning.
  - Leaf sweeping
- Maintain regular communication with the Active Living Administration teams, who hold overall responsibility for coordinating and monitoring the tasks/care plans.
- To adhere and support all health and safety policies and protocols.
  - Attending training and Tool Kit talks
  - Completing relevant forms
- Support the Gardening Line Manger and Service Lead with client well-being and connectivity focus
  - Attending and supporting client gardening groups or outings
  - Contributing towards the quarterly newsletter
- To complete relevant paperwork and upload in a timely manner including checking and replying to emails.
  - Calling and booking appointments (work mobile phone will be provided)
  - Diary management (Microsoft Calander)
  - Completion of timesheets Gardening Assessments (after 4 months of service and additional training)

- To accurately maintain records and worksheets, with full consideration to Data Protection. At all times respecting confidentiality and reporting any concerns or safeguarding issues to the Active Living Team. To use IT platforms to disclose information safely
- Ensure the service provided is of a high quality and responsive to individual client needs and wishes.

### Key contacts and relationships

The post holder will be responsible to Active Living Gardening Team Lead. Other key contacts include Active Living Development Lead, Admin Lead and the Business Support Team

### Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring check

Travel is an essential part of the role, the postholder will therefore be required to hold a valid driving license for the UK and arrange their own access to an appropriately insured vehicle. Valid car insurance (business usage) and proof of up-to-date MOT will be required annually.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Our goal is inspiring individuals and communities to age well by focusing on each person's unique needs and abilities. Through guided conversation we support people in finding the motivation to enhance their wellbeing and strengthen connections to their communities. In turn this reduces the individual's reliance on Health and social care services.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

*The above description is correct as of Jan 2026. The postholder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.*

### Key Competency and experience

Qualifications	Essential	Desirable
A relevant degree or demonstrable professional experience		X
<b>Experience</b>		
Working within a horticultural environment gaining general gardening skills	X	
Working within a domestic garden setting to gain experience delivering customers wishes and managing customer expectation	X	
IT experience in order to access client information, participate in online training sessions and team meetings.	X	
Working with older people to understand possible health and social issues that may arise		X
Discussing 'method statements/task plans with customers and planning your workload in a timely manner.		X
Experience in care / community work including working with people with dementia		X
An understanding or experience with Safeguarding processes		X
<b>Relationships</b>		
The ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers	X	
<b>Equality and Diversity</b>		

Experience of working face to face with vulnerable and disadvantaged people in a range of settings.		X
<b>Skills and Knowledge</b>		
Ability to offer a high-quality Active Living gardening service and understand the importance of customer retention	X	
Friendly and caring nature with a commitment to understanding the needs of the people who use the service	X	
Skill and ability to meet the training requirements of the post via inhouse, external or E-learning methods.	X	
Skill and ability to always conduct yourself in a professional and considerate manner, providing excellent customer service as part of an integrated experience	X	
Good verbal skills and appropriate written communication skills.	X	
Ability to form positive and constructive working relationships with colleagues, volunteers and the people who use our services	X	
Willingness to learn IT systems on work mobile phone for emails, rota's and general communication	X	
Understanding of running/working within a business setting and understanding the importance of striving for continuous improvement and acting on feedback.		X
Understanding of and adherence to organisational Code of Conduct, and relevant polices including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment	X	
Understanding and adherence to the organisation's Accident and Emergency Procedures	X	
Full understanding of the confidentiality requirements of the role; acting within the organisation's policies and procedures, and the protocols of the team.	X	
Full Understanding and adherence to the Active Living Support Assistants Standards & Guidelines	X	
An understanding of, and interest in the people who access our services, their situations and the opportunities they may want and/or need	X	
<b>Qualities</b>		
Commitment to continuous personal development. Attending and achieving the required standards of training, including mandatory training. E-Learning and update sessions	X	
To have a genuine love of gardening and the outdoors		X
Positive and can-do solution focused attitude	X	
Self-autonomous and used to taking personal responsibility	X	
<b>Other</b>		
A Disclosure and Barring check satisfactory to the organisation	X	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	X	
Willingness to work flexible hours when required to meet work demands	X	
Competence with machinery/equipment use and maintenance	X	
Access to a well-maintained lawn mower and relevant tools with the ability to travel independently with your equipment	X	