

Job Description

Gardener | Home Services

Job title	Gardener
Organisation	Age UK Richmond upon Thames
Responsible to	Gardening Service Coordinator
Location	Clients' homes across the London Borough of Richmond upon Thames
Contract type	Casual hours contract
Hours	Flexible part-time; appointments are typically two hours, scheduled by arrangement
Rate of pay	£15.90 per hour
Benefits	5% pension contribution, mileage, holiday pay uplift, Employee Assistance Programme (EAP), Blue Light card and Age UK discount schemes
Pre-employment checks	Enhanced DBS Police Check and References

Purpose of the role

To deliver Age UK Richmond's gardening service to older people living in the Borough, helping clients maintain their gardens all year round so that they can remain comfortable and independent in their own homes.

Gardeners work on their own in clients' homes and are, for many clients, one of the few people they see regularly. The role therefore combines practical gardening skill with a friendly, reliable and respectful approach to older people.

Key responsibilities

Gardening service delivery

- Carry out gardening work at clients' homes to a good standard and within the agreed appointment time, including general maintenance, mowing, digging, potting, weeding, planting bulbs, edging, raking leaves and putting down compost.
- Trim and prune plants, hedges and bushes, and cut low branches of small trees.
- Do not undertake tree surgery of any kind, including tree felling. Refer any work that falls outside the scope of the service back to the office.
- Undertake jet washing and guttering work where requested, and only where it is safe to do so.
- Agree the priorities for each visit with the client at the start of the appointment, and confirm what has been completed at the end.

Garden waste

- Bag up garden waste and leave it tidily at the property. Age UK Richmond does not hold a waste carrier licence, so waste must not be removed from the client's home.
- Carry a supply of garden waste bags and sell them to clients at the standard price
- Signpost clients who need regular waste collection to Richmond Council's garden waste subscription service.

Client care and communication

- Always carry Age UK Richmond ID and show it on arrival at every visit.
- Treat clients, their homes and their gardens with courtesy and respect, and maintain confidentiality at all times.
- Communicate clearly and patiently, adapting your approach for clients who may have hearing loss, sight loss, dementia or reduced mobility.
- Arrive on time for appointments and notify the office promptly if you are delayed or unable to attend.
- Report any concerns about a client's wellbeing, safety or living conditions to the office without delay.

Equipment, travel and administration

- Provide, maintain and safely transport your own set of gardening tools and equipment.
- Drive between client homes, holding a full UK driving licence, access to a vehicle and valid business insurance.
- Record visits, hours worked and mileage accurately and submit them in line with the charity's procedures.
- Gardener to handle client payments by card, cheque or cash where required, and record and pass them on in line with the charity's financial procedures with accurate receipts.
- Advise the office of any cancellations or access problems, including cancellations made by the client at short notice.

Safeguarding, health and safety

- Share the charity's commitment to safeguarding vulnerable adults, follow the Safeguarding Policies, and complete all required training.
- Report any safeguarding concern immediately in line with the charity's reporting procedure.
- Always work safely, assessing each garden for hazards before starting work and using equipment and protective gear appropriately.
- Follow all other Age UK Richmond policies, including health and safety, equal opportunities, data protection and lone working.

General

- Attend team meetings, supervision and training as required.
- Represent Age UK Richmond positively to clients, their families and the wider community.
- Undertake any other reasonable duties in line with the nature and level of the role.

Person specification

Essential – experience and skills

- Demonstrable experience working as a gardener
- Practical knowledge of general garden maintenance, mowing, pruning, weeding and planting
- Access to a full set of gardening tools and equipment
- Full UK driving licence, access to a vehicle and business insurance
- Good spoken and written English

Essential – personal qualities

- Reliable, trustworthy and conscientious
- Good customer service skills and a warm, patient manner with older people
- Able to work alone and manage your own time and workload
- Good organisational skills, able to think on your feet and problem-solve
- A team player with good communication skills
- Hard-working and physically fit, able to undertake manual work outdoors in all seasons
- A flexible approach to working hours and tasks

Essential – values

- Commitment to the safeguarding of vulnerable adults
- Commitment to equality, diversity and inclusion, and to supporting older people to live independently

Desirable

- Horticultural qualification or formal training
- Experience of working with older people, or in a care, charity or home services setting
- Experience of running your own gardening business
- Familiarity with the London Borough of Richmond upon Thames
- Experience of jet washing and guttering work

This job description summarises the main duties of the role and is not exhaustive. It may be reviewed and amended from time to time in consultation with the postholder.