



HARINGTON

learning to grow, growing to learn

Harington Gardeners Operations Manager

JOB PACK





Introducing Harington

Harington is an Ofsted regulated Independent Training Provider, based in North London, working with around 50 young people with learning differences aged 16-25. Our mission is to create an inclusive environment that delivers outstanding personalised education, learning, and support, which leads to further education, employment opportunities, and a fulfilling life for each of our students.

We specialise in horticulture, retail and employability skills. Our students undertake individualised learning programmes and Supported Internships that lead to vocational qualifications and achieving personal outcomes. We support the wellbeing of our young people through providing mentoring, counselling, enrichment and one-to-one support.

Our charity has two learning centres in Highgate and Hornsey. We also operate a **gardening business – Harington Gardeners** and two charity shops, providing income for our charity, work experience placements for our students and employment for young people. We work with local employers and partners to provide work experience and other opportunities for our students.

The Role

This is an exciting time to join the Harington, as we have recently been inspected by Ofsted and have retained our grade of 'Good'. We want to ensure that Harington is able to fulfil and secure its mission to benefit our young people, both now and into the future.

We have a wonderful opportunity for a dynamic and experienced **Operations Manager for our commercial enterprise, Harington Gardeners**. In this key role, you will be responsible for leading and driving excellence across the management and operations of the business, financial and administration management, training and health and safety. With proven experience in a senior horticultural role, ideally including working with young people with learning differences, you will lead teams and optimise growth. Your strong financial and administrative acumen, attention to detail and ability to engage with a wide range of stakeholders will be essential. An aspirational leader, you will play a pivotal role in Harington's strategic vision and ensuring the long-term success of the business.

Our Benefits

In addition to excellent staff training, our employees are also rewarded with various other benefits offered as part of your employment:

- Confidential employee assistance programme
- Cycle to Work Scheme
- Fully paid for DBS
- Contributory pension scheme

Confirmation of appointment is subject to a satisfactory 3-month probation period.

Equality, Diversity & Inclusion

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability and meet the minimum criteria for the role will be guaranteed an interview.



Safeguarding

We are committed to safeguarding and promoting the wellbeing and safety of our students and our staff. We expect everybody working for the Harington to share this commitment. The successful applicant will be required to undertake an enhanced disclosure through the Disclosure and Barring Service for applications of employment as part of our safeguarding procedures.

Some of our positions involve regulated activity relevant to vulnerable young people. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that particular group. Our vacancies are exempt from the Rehabilitation of Offenders Act 1974.

How can you apply?

To apply please submit your **CV and a Personal Statement** (no more than 2 x A4 pages), identifying how you meet the essential criteria outlined in the person specification, and why you are interested in becoming Harington Gardeners Operations Manager.

Please send this to info@harington.org.uk

All offers are conditional and subject to satisfactory pre-employment checks and references including an enhanced DBS check.

Closing date for applications	Thursday 20 February 2025, 9:00am
Shortlisting and interview notification	Friday 21 February 2025
Interviews	Tuesday 4 March 2025



JOB DESCRIPTION

JOB TITLE:	Harington Gardeners Operations Manager
REPORTING TO:	Head of Finance and Operations
RESPONSIBLE FOR:	Supervisors x 2, Assistant Gardeners and Work Experience Learners
HOURS:	37.5 hours a week (8.00 – 4.30pm), including occasional weekend duties and attendance at evening meetings as required for which time off in lieu are granted.
ANNUAL LEAVE:	25 days (rising to 30 after 5 years' service), plus 8 days Bank/Public Holidays
SALARY:	£40,400 per annum
PROBATION PERIOD:	3-months

ROLE OVERVIEW

To ensure and enhance the operational and financial efficiency and effectiveness of Harington Gardeners - a service providing commercial garden maintenance and landscaping, alongside an intermediate horticultural employment and training opportunity for students with learning differences.

This role also involves the day-to-day operations of Harington Gardeners, overseeing both administrative and operational tasks, including weekly rota management aligned with the annual garden maintenance cycle, budget control, and customer contract management with regular review, ensuring high-quality maintenance and project delivery. The position combines office-based work and gardening, integrating the provision with other areas of Harington's training programme to enhance the Assistant Gardeners future employability. You will manage health and safety, maintain resources – gardening machinery and equipment, and line managing Supervisors, Assistant Gardeners and Work Experience Learners, providing supervision, training and performance appraisals. With senior horticultural experience, ideally including working with young people with learning differences, you will lead teams, drive growth and engage with stakeholders, playing a crucial role in Harington's long-term vision and success.

As a member of Harington's management team, the role contributes to achieving the charity's overarching aims and objectives.



1. MAIN DUTIES AND RESPONSIBILITIES

MANAGEMENT AND DELIVERY OF CONTRACTS

- Supervising and carrying out garden maintenance at customer premises with a team of Assistant Gardeners and work experience trainees.
- Management of day-to-day enquiries from current customers, visiting as required and preparing estimates for additional landscape and maintenance work. Implementing price reviews/increases, annually in January.
- Management of day-to-day enquiries from potential new customers, visiting and preparing estimates, negotiating contracts.
- Maintaining digital copies of up-to-date customer records.
- Monitoring contracts on a regular basis to ensure that work is carried out by the team is to a satisfactory standard, the contacted hours are sufficient to complete the visit per month and dealing with customer complaints. This may include accompanying Supervisors on-site to assess work undertaken.
- Preparing monthly rotas and maintaining accurate records of work carried out by supervisory staff and gardeners.
- In conjunction with the Supervisors, ensuring that materials and equipment for contracts are ordered and delivered on-time according to the schedule and gardening machinery and equipment remains in a good condition. Any repairs are carried out without delay to avoid an impact on the timely delivery of gardening contracts.
- Marketing and promotion of the gardeners, including regular posts on social media channels, preparation of leaflets, attendance at Harington or other events or PR.

TRAINING PROGRAMME

- Developing training and progression plans for Assistant Gardeners to enhance their skills, knowledge and employment prospects for the end of their tenure with the Harington Gardeners. Additionally, implementing routine and tailored training programmes for Supervisors to strengthen their knowledge and leadership skills.
- Ensuring that all Assistant Gardeners and work experience students have a full induction and good quality training sessions, as necessary, to support them in their roles and increase their employability.
- Ensuring that Assistant Gardeners and Supervisors are given adequate instruction and supervision to enable them to develop their skills and carry out work to an acceptable commercial standard.
- Ensuring that all staff carry out monitoring and reviewing of Assistant Gardeners and work experience learners according to set time scales.
- Close liaison with the Recruitment and Progression Team and Vocational Team leader to co-ordinate work experience; provide feedback on work experience learners; and support the progression of Assistant Gardeners into further employment.
- Providing regular assessment opportunities and witness statements for learners and Assistant Gardeners who are working toward qualifications.



FINANCIAL MANAGEMENT

- Preparation of budgets and progress reports for the Harington management team and advising your line Manager on operational policy regarding gardeners' activities.
- Ensuring that all contracted customers are invoiced monthly, by providing the finance team with any changes to contracted hours, waste removal and additional services carried out. In addition, ensuring that all one-off jobs are invoiced monthly by providing the finance team with a breakdown of all costs and customer contact details.
- Implementing cost and budgetary controls to ensure budget targets are met while maximising the effective use of staff and resources.
- Developing new and/or increase revenue streams and contributing to fundraising – develop an awareness of any external funding initiatives and bring them to the attention of your line manager.

HEALTH & SAFETY MANAGEMENT

- Taking responsibility for general Health & Safety within Harington Gardeners, including undertaking essential training to ensure compliance and safety standards. Additionally, maintaining personal health and safety, while developing and adhering to safe working practices to promote a secure and healthy working environment for all.
- Carrying out and updating risk assessments as needed including risk assessment of individuals and work sites.
- Ensuring that all contracts are delivered within the remit of the Health & Safety at Work Act and associated regulations.
- Arranging regular checks and maintenance of equipment and tools to ensure optimal performance and safety. Maintaining an up-to-date Asset Register, implementing procedures to ensure all tools are accounted for, and available for use are needed.
- Ensuring all fleet maintenance requirements, including MOTs and servicing are up to date and completed on schedule.

MANAGEMENT AND ADMINISTRATION

- Providing effective line management and development of all staff and volunteers within the team. This includes conducting regular supervision meetings, typically monthly, and annual appraisals.
- Motivating and supervising team members, ensuring effective collaboration and a positive work environment. This includes delivering comprehensive inductions for Assistant Gardeners and fostering strong dynamics by encouraging cooperation among team members and other staff.
- Preparing or contributing to the preparation of reports on all matters relating to the Harington Gardeners to internal and external stakeholders.
- Contributing to the management team on all aspects of organisational development.
- Undertaking regular performance monitoring against delivery/work plans and taking a leading role in the monitoring and evaluation of grant-funded projects.
- Providing gardening cover for the Supervisors as required.
- To carry out any other tasks that may be required.

It is expected that the role will initially require 3-days administration and 2-days gardening, however this may fluctuate. For example, to fulfil gardening contracts during Supervisor's annual leave.



2. Person Specification: Harington Gardeners Operations Manager

Selection Criteria	Essential / Desirable	Assessment Method
Qualifications		
Horticultural or landscaping qualification at HND level or similar and proven experience of horticultural work	E	AF/C
Qualification in managing health and safety at work (IOSH or equivalent)	D	AF/C
Management or other relevant professional qualification	D	AF/C
A1 Assessors award, teaching or coaching	D	AF/C
Hard landscaping experience and/or qualification	D	AF/C
Knowledge		
Demonstrable knowledge and understanding of health and safety legislation requirements and managing health and safety at work	E	AF/I
Skills and Abilities		
Commercial mindset - Ability to lead, plan and grow a gardening maintenance business, with operational experience in managing a gardening business and providing estimates for horticultural work	E	AF/I
Good knowledge of horticulture and landscaping, including plant identification, recommendation, and care techniques, soil management, and sustainable practices for different environments and seasons.	E	AF/I
Digital skills – Fully conversant with Microsoft 365 applications including Word, Excel, Outlook and OneDrive	E	AF/I
Financial acumen with proficiency in budget management, including both understanding and preparing budgets, cost control, resource allocation, and expense tracking	E	AF/I
Competence in using horticultural tools and machinery, an understanding of maintenance requirements and maintaining an Asset Register	E	AF/I
Strong written and verbal communication skills, including proficiency in report writing	E	AF/I
Excellent customer service skills and the ability to work effectively with customers and community partners to plan and deliver horticultural projects	E	AF/I
High levels of energy and enthusiasm and good interpersonal skills	E	I
Experience		
Proven experience of managing and supporting staff, while working as an effective member of a management team	E	AF/I
Experience of working with people with learning disabilities and/or learning difficulties	D	AF/1
Experience of and/or ability to coach and train young people at work	E	AF/I



Other		
Commitment to ensuring the safeguarding and wellbeing of vulnerable young people and ability to follow safeguarding procedures	E	I
Willing to undertake continuous professional development as necessary.	E	I
Knowledge of and a strong commitment to equal opportunities	E	I
Full, clean drivers licence	E	AF

Please ensure that you describe how you meet all essential criteria in your application.

Notes

Assessment Method Key: AF = Application Form, C = Certificate, I = Interview

This post involves working closely with vulnerable young people therefore the appointment will be subject to an Enhanced DBS Disclosure with Barred List checks.

This list of duties is not intended to be exhaustive but simply highlights some of the major tasks of the post.