

# Chequers Contract Services

<https://chequerscontracts.co.uk/job/assistant-account-manger-grounds/>

## Assistant Account Manger Grounds

### Description

The main purpose of this role is to manage the grounds maintenance team and ensure quality grounds maintenance services are delivered to a wide range of customers.

To work alongside the account manager and supervise staff on a day to day basis and ensuring that all duties are carried out throughout in an effective and efficient way to meet required standards.

### Responsibilities

#### Key Responsibilities:

#### Customer Service

- To own and resolve problems.
- To promote the Company in a positive manner when dealing with internal and external customers or at any other opportunity.
- To respond positively, promptly and appropriately to all customer requests.

#### Operations

- Assist with managing contracts and staff working across various sites as well as management of the Supervisors.
- Co-ordinate labour, equipment, and materials to ensure efficient productivity levels are achieved.
- Ensure the contract is operating to and exceeding the required specification and performance and is regularly audited in line with specification.
- Endorse new company initiatives and ensure they are implemented on site.
- Carry out ad-hoc and regular activity such as projects, reports, audits as required by and to support the Account Manager.
- Provide quotations for clients/other Account Managers as required.
- Ensure works are delivered on time and budget.
- Ensure business sector is fully compliant with industry standards, relevant employment legislation, ISO, and company procedures & policies.

#### Security

- To adhere strictly to security policy and procedures as set by the Company.
- To ensure that all Company property is removed from staff who exit the Company.

#### People

### Hiring organization

**Chequers Contract Services**  
Chequers is committed to our core values and our mission statement is to provide high standards and reliability throughout our motivated, well-trained, and effectively managed teams as well as providing personal service and delivering to exceed our clients' expectations. As a specialist services partner predominantly in the housing sector, our experience in providing facilities services comprising cleaning, landscaping and arboriculture, building and electrical makes us your perfect partner. Our services are designed to have a positive impact on people's homes, workplaces, and communities – enabling organisations to provide a positive and heartening environment that the community can be proud of. Chequers Contract Services currently employs over 650 members of staff and this number is expected grow considerably in line with the company expansion strategy. Visit <https://chequerscontracts.co.uk/> for more information.

- Ensure target staffing levels at customer sites are achieved and maintained at all times.
- Support with recruitment, development and placement of staff on site contracts promptly, liaising with Human Resources and Payroll, as appropriate.
- Train and manage site supervisors in Health & Safety, basic & advanced tasks and to ensure this is cascaded to all site staff as necessary. Ensure employees adhere to the Company Health and Safety procedure at all times.

## Communication

- Build and maintenance excellent working relationships with customers, ensuring continuous good levels of communication.
- Hold regular contract and specification review meetings with customer alongside the Account Manager and management team.
- Support with internal monthly reporting as required and deliver to the Account Manager by set deadlines.

## General

- Report any contract issues to the Account Manager in a timely manner.
- To perform any other reasonable job-related task that may be directed by the Account Manager or senior management of the company as requested.

## Health & Safety

- Adhere to all Health and Safety Legislation, as laid down by the Company.
- Communicate any Health and Safety problems encountered, to relevant line manager promptly completing appropriate paperwork as required.
- Inform relevant line manager immediately of any non-compliance, or issues.
- Be fully aware of individual and reporting staff's responsibilities in regard to the Company's Health and Safety Policy Statement
- Ensure sites regulations and Health & Safety policies are adhere to and followed at all times
- Inform relevant line manager immediately of any accidents at work and complete paperwork.
- To be responsible for the safe use and care of equipment and materials and wear appropriate protective clothing as supplied.

Ensure that Risk Assessments and Method Statements are in place for all work tasks being completed and that any generic RAMS are amended to specific tasks when attending site.

## Qualifications

### Desirable qualifications/experience:

- Previous experience in a similar role

## Job Location

Orpington

## Working Hours

40 hours per week – Monday to Friday

## Base Salary

£ Competitive

## Date posted

October 20, 2020

- Industry-specific qualifications such as PA1/PA6, Japanese knotweed, etc.

## **Contacts**

*Directly/Indirectly*) – Email CV to **JOBS@CHEQUERSCONTRACTS.CO.UK** OR  
TELEPHONE: **0208 665 6746** and ask to fill out a **TELEPHONE VACANCY**  
**QUESTIONNAIRE**