Job Title	**Aftercare Team Leader**
Department	**Aftercare & Development**
Location	**Site-Based**
Reporting to	**Aftercare Manager**
Direct Reports	**2-3 Aftercare Gardeners**
Salary Band	**£35 - £40k per annum**

Role Overview

The Aftercare Team Leader is responsible for leading a small team of Aftercare Gardeners on site, delivering high-quality horticultural aftercare and garden maintenance across completed landscape projects. Leading an operational team, the role ensures gardens are maintained, developed, and presented to exceptional standards in line with agreed aftercare plans and company expectations.

Through skilled horticultural practice, attention to detail, and a commitment to long-term garden success, the Aftercare Team Leader supports the ongoing health, establishment, and presentation of planting schemes, whilst setting the standard and pace for the team around them.

This is a hands-on, site-based role. The Aftercare Team Leader works alongside their team day-to-day, holding clear accountability for team output, site conduct, client representation, and the accurate recording of works through FieldMotion.

Key Responsibilities

Operational

- Carry out horticultural and grounds maintenance tasks as part of the working team maintaining personal standards of quality and workmanship.
- Supervise and coordinate all on-site activities, ensuring works are delivered in line with aftercare schedules and instructions set by the Aftercare Manager.
- Plan and organise daily site activities, briefing the team clearly at the start of each shift on what is being done, in what order, and to what standard.
- Monitor progress throughout the day, identifying and addressing any slippage or issues early and escalating to the Aftercare Manager where required.

- Maintain high standards of workmanship, garden presentation, and site safety at all times.
- Ensure all horticultural works are carried out in accordance with agreed specifications and best practice.
- Monitor plant health and report any signs of pests, disease, or decline to the Aftercare Manager.
- Coordinate development tasks such as new planting and soft landscaping where scheduled, supporting flexible working across aftercare and development projects as required.
- Carry out reasonable duties consistent with the nature and level of the role.

People & Team Leadership

- Take direct responsibility for the day-to-day performance, conduct, and wellbeing of 2–3 direct reports on site.
- Set the pace and standard for the team: your team takes their cue from you, and your behaviour on site establishes the benchmark for everyone working under you.
- Brief the team clearly at the start of each shift and ensure every team member understands their responsibilities for the day.
- Provide guidance, support, and on-the-job mentoring to team members, actively contributing to their development and capability.
- Address performance or conduct issues directly and promptly raising concerns early with the Aftercare Manager where necessary.
- Foster a positive, collaborative, and professional team environment that reflects the standards and values of Landscape Associates.
- Lead by example in attendance, punctuality, conduct, and compliance with company policies at all times.

Client & Site Representation

- Maintain a clean, presentable appearance at all times on site, in line with company uniform and presentation standards.
- Conduct yourself professionally in all interactions with clients and site representatives including manner, language, and behaviour.
- Recognise that aftercare visits are often regular and relationship-based; the impression made on each visit directly shapes the client's experience of Landscape Associates.

- Treat client properties with the utmost respect including boundaries, planting, personal belongings, and any areas not directly related to the works.
- Ensure the team upholds the same standards of conduct and presentation, and address anything that falls short promptly.
- Report client concerns, complaints, or requests for additional works to the Aftercare Manager promptly and accurately.

Administration & Reporting

- Record all site works accurately and in a timely manner using FieldMotion, including daily logs, task progress, and any issues arising on site.
- Complete timesheets and job sheets accurately and on time.
- Ensure team timesheets and records are completed correctly and submitted as required.
- Communicate clearly with the Aftercare Manager on progress, programme, and any matters requiring escalation.

Health, Safety & Equipment

- Ensure the team works in accordance with relevant health and safety legislation and company policies at all times.
- Carry out and oversee pre-use checks on tools and equipment, ensuring everything is maintained in good working order.
- Ensure proper use of PPE and adherence to risk assessments and method statements by all team members.
- Report accidents, incidents, near misses, or hazards promptly to the Aftercare Manager.
- Maintain a clean, safe, and organised working environment.

Skills & Experience

- Minimum five years' experience in horticulture or a closely related field.
- Proven experience in a supervisory or team leadership capacity on site.
- Strong plant knowledge and understanding of plant care and maintenance principles.
- Ability to carry out horticultural tasks to a high standard with attention to detail.
- Confident communicator: able to brief, direct, and support a small team effectively.

- Able to make decisions on site and address issues without waiting to be directed.
- Competent in the use of digital reporting tools; experience with FieldMotion desirable.
- Knowledge of workplace health and safety requirements.
- Full and clean UK driving licence.
- Relevant qualification in horticulture or a related field (desirable).

Ways of Working

The following describes what is expected of the Aftercare Team Leader and reflects the standard of leadership Landscape Associates requires at this level.

- Understands that being a team leader means being accountable for the team's output, not just your own and takes that responsibility seriously.
- Sets the tone on site through their own conduct, presentation, and work ethic.
- Communicates clearly and directly with the team, with the Aftercare Manager, and with clients, and does not let issues go unaddressed.
- Proactive in identifying and resolving problems on site, and confident in making decisions within the scope of the role.
- Builds a team environment that is collaborative, professional, and focused on delivering to the highest standard.
- Supports the development of team members and takes a genuine interest in their progress.
- Consistent in quality, reliability, and attention to detail and holds the team to the same standard.
- Demonstrates a positive attitude and genuine passion for high-quality gardens and long-term landscape success.

Working Conditions

This is a site-based, physically active role working outdoors year-round, requiring the ability to perform manual labour and handle heavy materials. Travel between sites is a regular requirement of the role.