Napier District Masonic Trust

JOB DESCRIPTION

POSITION TITLE	Gardening & Maintenance Person
LOCATION	Taradale Masonic Rest Home & Continuing Care Elmwood Memory Care Home & Hospital Napier District Masonic Trust Residential Villages
REPORTS TO	Property Manager
DIRECT REPORTS	Nil
LAST UPDATE	November 2026

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Gardener is responsible for delivering high-quality gardening, grounds and general property maintenance services across the various sites of the Napier District Masonic Trust (NDMT). This includes regular upkeep and enhancement of outdoor spaces, planned and preventative maintenance and reactive repairs, to ensure all villages are always safe, attractive and well presented.

KEY OBJECTIVES

- Execute approved garden design plans accurately to the highest standard, as directed.
- Undertake regular garden, grounds and property maintenance, ensuring sites remain highly presentable at all times.
- Carry out planned maintenance to schedule and respond promptly to reactive requests.
- Work effectively with the Property Team and Property Manager to plan and schedule work, minimising disruption and ensuring tasks are completed on time.
- Provide exceptional customer service ensuring communication with residents, their family/whānau and staff is always friendly, professional and effective.
- Carry out all requests efficiently and to a high standard, ensuring matters of concern are always promptly escalated to the Maintenance Team Leader or Property Manager, as appropriate.
- Maintain the security and safety of yourself, staff, residents, plant, equipment and properties at all times while carrying out duties.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Gardening and Grounds Maintenance	• Perform regular garden maintenance activities in accordance with the maintenance schedule, including mowing, edging, weeding, pruning, planting and mulching. • Maintain lawns and turf areas, including bowling greens where applicable, to a high standard of presentation.

KEY TASKS	PERFORMANCE OUTCOMES
	• Address urgent requests promptly (e.g. weather-related clean-ups), while ensuring that routine garden maintenance is carried out efficiently within designated timeframes. • Keep paths, driveways, car parks and outdoor common areas clear and safe. • Keep work areas safe for residents, especially those with limited mobility, at all times. • Ensure all gardens and outdoor areas are consistently left in a clean, well-maintained condition after each task. • Maintain and store all tools, equipment and vehicles provided by NDMT with care and in accordance with manufacturer's guidelines, safety requirements and NDMT procedures. • Follow all policies and procedures outlined by NDMT, ensuring compliance with internal guidelines and best practices. • Maintain accurate and comprehensive work records, including detailed logs of time spent on each resident's garden, each maintenance job and at each site, to ensure transparency, accurate costing of time and reporting. • Share knowledge to assist with the selection of plants and materials for garden and grounds projects as required.
Property Maintenance	• Perform general maintenance and upkeep of the villages, care facilities and rentals, including buildings, plant and equipment, as directed. • Carry out planned and preventative maintenance, including scheduled checks, servicing and upkeep. • Respond promptly to reactive maintenance requests from residents and staff, prioritising urgent and safety issues. • Work closely with the Property Manager to assess and set priorities, ensuring urgent tasks are actioned in a timely manner. • Identify when work exceeds the scope of the role or your ability and promptly notify the Property Manager so the appropriate person or contractor can be assigned.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation e.g., staff, residents and their whānau, allied health professionals, contractors, suppliers, etc. to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	• Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.

KEY TASKS	PERFORMANCE OUTCOMES
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentially at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- A formal qualification in horticulture, landscaping, a relevant trade, or similar is desirable, but not essential.
- Current First Aid Certificate (preferred).
- Full clean driver's licence.
- Chainsaw licence (preferred).

Skills, Experience and Attributes

- Ideally a minimum of 3 years' experience in gardening, grounds and property maintenance, preferably in commercial and/or service settings.
- Strong attention to detail and a commitment to quality service.
- Basic computer literacy and a willingness to use technology.
- Ability to work independently and as part of a team, planning and prioritising work to balance scheduled tasks with reactive jobs.
- A flexible and adaptable approach, with a willingness to adapt to changing needs and work across different sites.
- Good communication skills, especially when interacting with residents, their family/whānau and colleagues.
- Good knowledge of plant care, garden maintenance, and groundskeeping equipment.

- Confidence completing a range of general maintenance tasks using hand and power tools, including chainsaws.
- An understanding of health and safety requirements for residential villages and aged care facilities.
- Patience and empathy with older people and their families.
- Physical fitness and ability to perform manual labour in varying weather conditions.