Job Profile

Name: 

Job Title: Plant Production Manager

Location: Hampton Court Palace

Responsible To: Head of Gardens & Estates

Responsible For:
- Direct Reports: 2 Team Leaders
- Indirect Reports: 9 Gardens and Estate Team members

Key Budgetary Responsibilities:
- Annual 50K
- Purchase order authority & invoice approval up to 30K

Job Profile Agreed: January 2017

Job Holder’s Signature: 

Date: 

Manager’s Signature: 

Date: 

Job Title: Plant Production Manager

Purpose of this job

- To plan and coordinate the daily work of the Nursery and Kitchen Garden Teams and all other aspects of productive growing at HCP such as the care of the Great Vine and the Kitchen Garden at Kew Palace. Focussing on all aspects of resource management, including purchasing, manpower planning and crop planting production.
- Being the first point of contact for respective team leader’s and staff, ensuring targets are met in the most efficient and effective way as possible.
- Championing high standards of flower, fruit and vegetable production throughout the palace gardens.

Main customers to this job

- Kitchen Garden and Nursery Team Leaders and their staff
- Head of Gardens & Estate
- Palace Director
- Other internal departments
- Garden visitors
- Official visitors
- Historic Royal Palaces’ partners
- Volunteers

Key areas of responsibility:
1. Provide technical horticultural expertise, and deliver the strategy that supports the Historic Royal Palaces cause.
2. Act as a clearing house on a range of topics and information for the Team Leader's and staff to support and motivate my people and demonstrate to them that HRP values and cares for its staff.

3. Quality control monitoring on the work of the Kitchen Garden and Nursery teams and Great Vine, ensuring that our commitments to using best practice and achieving operational excellence in everything we do. As well as providing an excellent visitor experience.

4. Arrange the purchasing of goods and services required for the running of the Kitchen Garden and Nursery Teams.

5. Assisting other internal departments such as Learning & Engagement, Marketing, Press & PR and Retail on specific projects.

6. Recruiting staff and trainees for your teams.

7. Being the Gardens & Estates Team liaison with Partner organisation Balance CIC.

1.1 Keep up to date with the recognised best practice standards of all aspects of productive and decorative horticulture and instil this within the daily work of the Kitchen Garden and Nursery Teams.

1.2 Have a good understanding of the Gardens, Estate and Landscape Conservation Management Plan and help support and deliver the policies and objectives contained within this document.

1.3 Keeping up to date with technical issues, by reading the professional press and attending seminars, trade exhibitions etc.

1.4 Organise the propagation of HONS and perennials that are needed, utilising the nursery to its fullest potential and help reduce the current spend on plant purchasing.

1.5 Understand the relevance and importance of HRP's 3 National Plant Collections® and support the collection holder currently (Nursery Team Leader) to suitably maintain these collections and their associated records.

1.6 Be responsible for researching and entering suitable plants and produce into shows and competitions such as the RHS London Shows and the RHS' national flower shows.

2.1 Day to day management of the Kitchen Garden and Nursery teams including the Vine Keeper, ensuring that Team Leaders are correctly administrating attendance recording, booking of holiday leave, authorising overtime and monitoring and recording sickness absence.

2.2 Monitoring the attendance of the teams, supporting Team Leaders to initially deal with poor attendance, and poor performance, escalating this process if required.

2.3 Ensuring that your Team Leaders are regularly reviewing their relevant RAMS, conducting accident investigations following an accident or near miss.

2.4 Carrying out performance and development reviews (PDR) for Kitchen Garden and Nursery team leaders and giving regular feedback to them as part of this process.

3.1 Daily 'walking and talking the job' with team leaders and staff, providing quality control monitoring, using the agreed standards and specifications for the production of flowers, fruit and vegetables.

3.2 Arranging temporary exhibitions such as the annual
‘Florimania’ event in association with NAFAS.

3.3 Co-ordinating the work of volunteers within the Kitchen Garden, Nursery and Great Vine Teams.

3.4 Providing interpretation on the work of the specialist productive areas of the gardens for internal and external customers, by way of guided walks and presentations and writing text to support the G & E digital presence.

3.5 Providing periodic cover for the onsite glasshouse nursery, and occasionally the Great Vine.

Closing ventilators, turning off ventilation fans, checking the boilers are operating correctly during the heating season, checking on the plants growing inside the glasshouses and the general security of the nursery and gardens yard. Notifying the Control Room of boiler breakdowns or security breaches.

3.6 Receiving occasional deliveries out of normal working hours.

4.1 Purchasing plants, plugs and seeds along with other specialist services and products at the appropriate time to ensure teams have all the resources they require. Making sure that best practice procedures and financial probity are adhered to at all times.

4.2 Following internal process regarding the receipt of goods and the authorisation of invoices for payment.

5.1 Promote the work of the Gardens and Estate Team to the wider world. Encouraging links with schools and educational visits to the Kitchen Garden and Nursery. Working on specific projects with other internal departments and provide interviews, and tours etc. for their partners and other visitors.

6.1 Organising the selection process, including writing adverts, managing the online selection process and conducting interviews with prospective candidates and making sure the organisation's recruitment policies are adhered to.

7.1 Liaising with Balance CIC, HRP's tenants of the Stud Nursery as they operate their service for adults with physical and learning disabilities and provide an occasional young plant production service for HRP.

8.1 Maximise the opportunity for selling plants to the public.

8.2 Grow selected trees and shrubs for the Gardens' teams.

8.3 Produce plants for use at Kensington Palace Gardens.
In addition to your main areas of responsibility, the following core qualities and behaviours are required from all staff. Further details can be found in HRP’s Performance Framework which can be found on the HR section of the intranet. Your role is primarily at level (NO.) of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of the personal service/experience they receive. *(Delighting the Customer)*

- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. *(Planning for Success)*

- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. *(Owning the Issue, Getting it Done)*

- Explore and try fresh, novel ways of doing things that are in keeping with HRP’s Cause and add real value to the Organisation. *(Having the courage to try new things)*

- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. *(Developing our Expertise)*

- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. *(Knowing our Organisation)*

- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. *(One Team – One HRP)*

- Support and guide your colleagues so they feel valued and inspired to succeed in their work *(Supporting others to Succeed)* (non managers)

- Lead, develop and encourage your team to succeed in their roles and to display the Qualities in the Performance Framework. *(Supporting others to Succeed)* (Managers)

**Other rules/standards**

In addition to Key Areas of Responsibility and Core Qualities and Behaviours above, you are also required to have read, understood and comply with the rules/standards contained in HRP’s Code of Conduct as contained in your Staff Handbook and in the Health and Safety Handbook.