



ambius

The Experts in Workspace
Plant Design

Interior Landscaping Technician Recruitment





Job Description

As a Technician you will be responsible for servicing our plant displays, as well as other Ambius products/ services, at a number of customer premises within a specific geographical area each day. This will include Ambius services which remain core to our capability and Expert brand such as hanging baskets, outside plant displays & weed control in close proximity to our clients premises.

You will record each service undertaken using your company device. At the end of each day you will be expected to ensure you have briefed your line manager on any plant orders required for the up and coming days/weeks and organise your van for the following day. You will also endeavour to keep your direct Line Manager and administration team up-to-date on your day's activities and to highlight any customer issues.





Why Ambius?

Ambius are the experts in providing interior landscaping services for all kinds of environments, from boutique hotels to global hotel groups, international retailers, shopping centres and bluechip companies with multi-site locations.

We use planting, scenting, flowers, artwork and exterior landscaping and maintenance to enhance the environment for the benefit of the organisation and their employees.

Ambius are a global brand, with branches in North America, Europe, South Africa and Australia. We have several branches that cover the breadth of the UK to ensure we can service our clients with a local team.

Our experienced team designs, installs and services the displays we supply to our customers.

The Rentokil Initial Family?

When you join Rentokil Initial, you are joining a global organisation with all the benefits that can bring, but more importantly, one where decisions are made at a local level. Every employee of Rentokil Initial has the opportunity to be involved in our decision making process through our annual employee survey 'Your Voice Counts' (YVC). We don't just pay 'lip service', to engaging with our employees and all the feedback we collect helps to make a difference.

At Rentokil Initial we make business decisions based on the views of our colleagues. We also pride ourselves on growing our own talent; many of our managers joined the organisation as a frontline colleague, just like you. If you demonstrate your commitment to the job, then we will happily provide you with the opportunity to develop and increase your skills and knowledge – so in essence the sky's the limit!

Why work for us as a Technician?



There are many things to consider when choosing a job. Being a Technician with Ambius is different from many of the other jobs out there in a number of ways: You can make a real difference to the visuals for our customer but caring for and servicing our plant range is at the heart of what we do for each and every customer we visit.

- You will only work Monday to Friday - no weekend work with us unless overtime or prearranged
- You can take your van to and from work - no cost to you; no bus or train tickets; no car and fuel cost
- You work for one of Britain's largest companies with over 100 years of history - solid company and secure jobs
- Your uniform, your PPE, your smartphone and your company email is all provided
- You can earn 10+% on top of your salary in bonus and commission
- You are expected to finish your route but you work on your own - your manager is not standing over you
- You will have a your own portfolio of customers - we don't send you somewhere different every day
- You get to build relationships with your customers - most our customers are with us for years so you get to know them; and they get to know you
- You are responsible for your routines - we will assist and support but you get to know your area and get a lot of input on how best to service your customers

Don't just take our word!...

We thought you might like to know why some of technicians love working for us

91% - Opportunity to work with nature and see their work flourish.

91% - Get to think for yourself.

83% - Meet a wide range of people.

73% - Not being stuck behind a desk all day, with no fixed place of work.

73% - Problem solving and working with different customers in different locations.

What is it like in the real world?

A few points for you to consider about the job

1. We're passionate about delivering excellent customer service and you need to be too.
2. You will be responsible for the care and nurturing of our plant / flower displays, so it's important you have an interest in plants and horticulture and training will be provided.
3. Your day will be busy - driving a commercial vehicle from customer to customer, maybe on a city centre route or maybe a longer rural route.
4. Even on a 'bad' day you will need to give the time and enthusiasm required to engage with every one of your customers, smile, say hello and identify any opportunities to generate new business.
5. You need to be comfortable working on your own, and at times as part of a team, yet will be required to give daily activity feedback to your line manager on any issues encountered during your day, this may relate to considerations for changes to your route or to customer issues/requests.
6. Many of your customer sites will be large, e.g. office blocks, Hotels or even shopping centres, which may require multiple product servicing such as Interior plants, Scenting, Flower displays, Art work maintenance & Hanging Baskets. Therefore a certain level of physical fitness and stamina is required to undertake the Technician role.



Your first six weeks

You will receive 6 weeks training and on going weekly support from your line manager during which time you will complete your Bronze level qualification enabling you to be competent to carry out customer visits on your own. We want colleagues to stay with us for the long term, and so we will invest the time required to train you well.

What we will be covering with you:

- Health & Safety, and Legislation
- Getting to know your colleagues
- Getting to know your work vehicle
- Getting to know our products - and how to read your portfolio of customers
- Getting to know your technology
- Getting to know your customers
- Getting to know your area





Rewards & Opportunities

- We pay a 40 hour working week, working days being Monday to Friday
- Overtime worked is paid at a pro rata of your salary and time and a half at weekends
- We don't take advantage of zero hour contracts
- Salaries are paid each calendar month regardless of the number of actual working days in any month - i.e. you get the same pay each month even in the months where Bank Holidays fall
- On the 21st of every month you will be paid your current months' salary - i.e. you are not going to be paid monthly in arrears
- After 12 months employment, in addition to Statutory Sick Pay, you will be eligible for Company Sick Pay - the company pays up to four weeks sick pay at 100%, depending on your length of service



Your total pay comprises

- Your Salary
- Together Service Bonus
- Commission for Sales Leads - introductions from your existing customers (don't worry you are not required to do any selling yourself)
- Holiday Pay on Together and Leads commission
Together Service Incentive:

Basic Salary

£16,500

and if you work within London and South East we also pay London weighting...

We pay Commission for Sales Leads introduction, (variable; dependent upon the number of Sales Leads converted into additional sales).

The Together Service Incentive is worth up to £2,400 a year based on the quality of your customer service and sales opportunities spotted.

We pay you commission when you spot a sales opportunity and introduce our sales colleagues to the customer, you do not need to do any selling yourself - just the introduction.

Were you to submit Sales Leads of £500 per month your Commission would be £600 per year; our highest earner in 2015 made £815 on Sales Leads introduction!

Overtime Opportunities are available in most branches. If you are interested in working overtime please speak to your manager.

Our three tier grading structure

Bronze Level

– passing initial training period.

Silver Level

– undertakes service bi monthly training and passes a course/exam after 12 month period = Additional £1000 per annum allowance

Gold Level

– Additional enhanced training with final examination to be sponsored onto this course via line manager and Ops Director. = Additional £600 per annum allowance





Important things to know about working for Ambius

You will be working your 40 hours per week, yet, where customer and business requirements allow, will have a degree of flexibility around start and finish times, between the hours of 6am - 6pm, this will be discussed directly with you at final interview stage. A little patience will be required when you first undertake your patch alone, as you become familiar with customer locations and the best way to get from one customer site to another (i.e. without doubling back on yourself), and the location of our products at each customer site. Your job with us is a customer service role and as such, you will be expected to talk to your customers and build long term relationships with them, so if you like customer contact this could be perfect the job for you. At Ambius we are always busy BUT never at the expense of our customers. I hope this has given you a true insight into the valuable role undertaken by our Customer Technicians and we look forward to receiving your application.

Scott Friday
Operations Director



Interior Landscaping

Exterior Landscaping

Premium Scenting

Christmas Decorations

Artwork

Floral Designs

Fresh Flower Delivery

www.ambius.co.uk 0800 037 0128

