**ROLE PROFILE**

**Role Title:** Clean and Green Operative

**Service:** Environmental Services, Clean and Green

**Directorate:** Place and Community

**Accountable to:** Clean and Green Team Leader

**Grade:** Scale 4

**Car Category:** None

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**Purpose of role**

- To work as part of a team to provide a high quality environmental maintenance service including both planned and reactive work for all aspects of street cleansing and grounds maintenance functions.

**Key Objectives**

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| 1 | To undertake all environmental maintenance tasks as directed in accordance with service specification / standards. |
| 2 | To drive and operate a range of Council owned vehicles and machinery including vans, tipper vans, link tips, the towing of trailers, tractors, and tractor operated machinery attachments, ride-on mowers and mechanical sweepers in accordance with the manufacturers' instructions following appropriate training commensurate with licence certification and legal requirements. |
| 3 | To use the full range of handheld and 'walk behind' plant and machinery including pedestrian mowers, strimmer's, hedge trimmers, pole saws and leaf blowers (handheld & backpack) commensurate with certification and successful completion of appropriate training. |
| 4 | Utilise a range of hand tools such as spades, shovels, hoes, rakes, brushes and trowels as required in addition to utilising walk behind barrows. |
| 5 | To carry out all aspects of maintenance of turf areas, ornamental beds and horticultural displays including soil preparation, edging, strimming, pruning, hedge maintenance, bedding out and weed control. |

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| 6 | To maintain sports pitches including line marking and the installation and removal of goalposts and other associated sporting equipment, undertake tree works and operate a chainsaw following appropriate training and certification. |
| 7 | To undertake all aspects of manual cleansing of public spaces including litter picking, sweeping, removal of weed growth, leaf clearance, fly tipping removal, chewing gum removal, removal of dead animals, removal of animal faeces, to undertake bulky household waste removals, emptying of litter and dog bins in addition to the removal of graffiti and fly posters as directed. |
| 8 | To undertake maintenance work in respect of Council owned cemeteries including grave digging when trained to do so. |
| 9 | To undertake vehicle checks and complete all associated recording documentation. Promptly report accidents and defects as per agreed procedures. All drivers and operators have direct responsibility for machine and vehicle cleanliness. |
| 10 | To undertake tasks involving the use and application of pesticides ensuring compliance in recording of chemical usage in accordance with relevant legislation when certificated to do so. |
| 11 | To ensure compliance and completion of HAV recording documentation as per agreed procedures |
| 12 | To share knowledge and skills with colleagues, new starters and apprentices through formal and informal training. |
| 13 | To follow work instructions, schedules and record data manually or digitally as required. |
| 14 | Installation and repair of litter bins. Maintenance and painting of street furniture as required e.g. benches, bus shelters or similar |

## Scope

The post holder will assist the Clean and Green Team in undertaking a range of environmental street cleansing and grounds maintenance tasks across the Borough so that it constantly appears neat, clean, attractive and welcoming as a place to live, work and enjoy.

## Work Profile

### 1. Strategy

To have a supporting role in the service plan for the Clean and Green team. Their role will contribute to the achievement of the Council's Corporate Plan.

### 2. Performance

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Clean and Green Team Leader for the delivery of their own personal objectives.

### 3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

### 4. Resource Management

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

### 5. Supervision and Management

The post holder has no direct line management responsibility.

### 6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

## 7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

## 8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with the Clean and Green Team Leader and other Council officers, members of their team and the general public.

## 9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours for a full time post..

## 10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

## 11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

## 12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## 13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

## 14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## 15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

## 16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

## 17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## 18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## 19. Creativity

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

## 20. Decisions and Consequences

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

## 21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## 22. Physical Demands

The post holder will undertake street cleansing and grounds maintenance tasks that require physical exertion, lifting and carrying.

**PERSON SPECIFICATION**
**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified**

| PERSON SPECIFICATION | Examples specific to role | Required | | Method of Assessment<br><br>Application (A) Interview (I), Testing (T), Reference (R) |
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| | | Essential | Desirable | |
| **SKILLS AND KNOWLEDGE** | Working within the environmental maintenance service | **X** | | **A,I** |
| **Technical knowledge and qualifications** | Full UK Driving Licence B and B1 | **X** | | **A** |
| | Full UK Driving Licence B, BE, C1, C1E, D1, D1E | | **x** | **A** |
| | Certificate of Professional Competence (CPC) | | **X** | **A** |
| | NVQ Level 2 or above in environmental maintenance, horticulture or other land based industry | | **X** | **A** |
| | LANTRA qualification – Ride On Mowers Operator (Rotary & Cylinder) | | **X** | **A** |
| | Mechanical Sweeper Operator certificated | | **X** | **A** |
| | NPTC - PA1 / PA6 – Safe Use of Pesticides | | **X** | **A** |
| | Experience of working as part of a manual operational service | **X** | | **A** |
| | Experience of operating commercial grounds maintenance and street cleansing equipment e.g. ride-on mowers, tractors, | **X** | | **A, I** |

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| | mechanical sweepers, handheld plant | | | |
| | Experience of pesticide application within public open spaces | | **X** | **A, I** |
| | Ability to undertake tasks to a high standard as per service specifications such as grass cutting, hedge trimming, litter picking etc. and ensure compliance with health and safety regulations and customer care standards | **X** | | **A, I** |
| | Ability to use equipment as instructed and trained and to inform management of health & safety issues identified whilst undertaking duties | **X** | | **A, I** |
| | Ability to understand and comply with all health & safety risk assessments and safe systems of work whilst undertaking maintenance activities on site | **X** | | **A, I** |
| | Physically able to work outdoors in all weather conditions | **X** | | **A, I** |
| **Planning and organising work** | Ability to work to tight deadlines | **X** | | **A, I, T** |
| | Ability to follow work instructions, work programmes and record data manually or digitally as required | **X** | | **A, I, T** |
| **Planning capacity and resources** | Flexible approach to working hours | **X** | | **I** |
| **Influencing and interpersonal skills** | Ability to communicate effectively with colleagues, members of the public, commercial customers, the bereaved, funeral directors, clergy, memorial masons and | **X** | | **A, I, T** |

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| | other service users and stakeholders as required | | | |
| **PROBLEM-SOLVING**<br><br>**Using initiative to overcome problems** | Ability to identify a range of appropriate solutions to issues and problems. | **X** | | **A, I** |
| **Managing risk** | Ability to consider and assess risks associated with improving services and raising customer standards | **X** | | **A, I** |
| **Managing change** | Able to handle change with a resilient and positive attitude | **X** | | **A, I** |
| **ACCOUNTABILITY and RESPONSIBILITY**<br><br>**Undertakes tasks without supervision** | Ability to use own initiative, work with minimal supervision in addition to being a team player | **X** | | **A, I, T** |
| **Other** | Commitment to Equality<br><br>Commitment to Health & Safety<br><br>Hours of work will be based on a regular pattern but there may be a requirement to work weekends or Bank Holidays to provide the service as required | **X**<br><br>**X**<br><br>**X** | | **A, I**<br><br>**A, I** |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours