



ROLE PROFILE

Role Title: Technical Operational Support Officer
Service: Environmental Services, Clean & Green
Directorate: Place and Community
Accountable to: Head of Environmental Services
Grade: Scale 5
Car Category: Casual

Purpose of role

- To maintain a number of asset management systems for Clean and Green related activities, including accurately updating of a GIS mapping programme and operating a customer relationship management system.
- To provide a range of technical and operational support to the Clean and Green Service through the analysis and collation of statistical and performance data and production of reports and operational schedules/rounds for frontline service delivery.
- To be an integral part of the Clean and Green Team supporting Management in the gathering and analysing data for the successful delivery of Waste Management, Grounds Maintenance and Street Cleansing Services.

Key Objectives

1.	Populate, maintain and seek continual improvement to asset management systems for Clean and Green related activities.
2.	Assist in the implementation and continued development of a GIS mapping programme which records Clean and Green related assets.
3.	Accurately maintain the relevant systems including the GIS mapping programme, route optimisation and in-cab software and an asset management database for grounds maintenance and street cleansing to reflect current service delivery maintenance





	commitments and assets through quantifying and illustration e.g. location, frequency of maintenance required.
4.	Produce work schedules/rounds for issue to operational teams and maintain deployment records ensuring all variations are updated and completed accurately and timely to be utilised for the production of performance data and service delivery.
5.	Actively support the Clean and Green Management Team through data analysis of operational performance including analysis of the vehicle tracking system as required resulting in the production of associated performance monitoring reports to an agreed reporting schedule.
6.	Contribute towards improving service delivery and assessment of future procurement of service technology needs e.g. mobile phones, handheld devices.
7.	Undertake site surveys and performance monitoring inspections as required.
8.	Respond positively to environmental service requests and enquiries from customers and stakeholders via telephone, written or electronic communications, internally and externally as required.
9.	Assist in developing and updating various computer software systems, including the website and providing training to others on their operation.





Scope

The post holder works as part of the Environmental Services Team and provides support to the Head of Environmental Services, to enable them to deliver the service objectives. To provide a range of technical and operational support to the Clean and Green Service.

The post holder will have contact primarily with teams within Environmental Services, with Finance, Legal and with tenants and Elected Members.

Work Profile

1. Strategy

The post holder is a member of the Environmental Services, Clean and Green Team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

2. Performance

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

They are accountable to the Head of Environmental Services 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 line management responsibilities

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 be expected to communicate professionally and effectively with those contacting the service.

8. Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate manager, team, service, members of the public, and other internal Council teams such as finance and legal and Elected Members.

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 Councils operates a standard working week of 36 hours.

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

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

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

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

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

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Minimum qualifications of GCSE English and Mathematics at grade C or above (or equivalent) OR sufficient previous experience in a similar job may satisfy this requirement.	X		A
	IT based qualification		X	A
	Experience of providing technical and operational support in a similar service industry e.g. Grounds Maintenance, Street Cleansing and Waste Management		X	A, I
	Experience of working within a customer focussed environment	X		A, I
	Experience of using Microsoft Office applications in particular Word, Excel, Access and Outlook	X		A, I
	Experience of working with asset management databases and scheduling systems e.g. Yotta (Alloy) or similar, WebaspX	X		A, I





	<p>Experience of maintaining GIS mapping systems, or other similar systems</p> <p>Experience of contributing towards assessment of products in the procurement process of technology solutions, e.g software, mobile working devices</p> <p>Experience of input, analysis and collation of performance data and report production</p> <p>Experience of producing scheduled work programmes within an operational environment e.g. Grounds Maintenance, Street Cleansing and Waste Management</p> <p>Experience of creating or maintaining website pages</p>	X		A, I
			X	A, I
		X		A, I
			X	A, I
			X	A, I
Planning and organising work	Ability effectively organise and prioritise own workloads in order to meet competing deadlines	X		A, I, T
Planning capacity and resources	N/A			
Influencing and interpersonal skills	Ability to use judgement in dealing with a wide range of enquiries from customers, members and stakeholders both internally and externally	X		A, I, T
	Ability to communicate effectively both verbally and in writing	X		A, I, T
	Ability to negotiate with others to gather information about	X		A, I





	service delivery and performance			
PROBLEM-SOLVING Using initiative to overcome problems	Innovative and proactive and committed to providing high quality services	X		A, I
Managing risk	Ability to consider, assess and mitigate 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 Undertakes tasks without supervision	Ability to use own initiative, work with minimal supervision in addition to being a team player	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	To hold a current Driving Licence	X		A

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.

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

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

