

Job Description and Person Specification

Employing Authority:	Bromsgrove District Council
Job Title:	Environmental Services Operative Level 3
Directorate:	L.E.C
Responsible to:	Agreed Line Management
Grade:	5
Hours of Work:	37hrs (any 4 & 5 day (37 hours) working patterns apply from any 7 days) Special working arrangements for Bank Holidays and Christmas working may apply

Strategic Purpose:

Keep my place safe and looking good.

Departmental Purpose:

Keep my place clean and looking good and do sensible things to maintain it

To understand the needs of our customers and to identify what is required to ensure that customers receive the help/service they need in order to resolve their issue or problem.

Carry out appropriate tasks and to work with in-conjunction with colleagues, 3rd parties, partners and suppliers to deliver the services that our customers want and need.

Adapt to the changing needs of our services and customers.

Purpose of the Role:

ESO3

I will help to deliver our agreed purposes by using my skills, training, vehicles, plant and equipment to carry out operational tasks, **subject to me having suitable skills and training**, that deliver work and services using a systems thinking approach that our customers want and need. Including the following:

Drive LGV Category C inc:
RCVs

HGV Sweepers Operations

Drive and operate hiab

Drive and operate HGV Tanker

Undertake Traffic Management at T1 and T2 level

Towing trailers

Drive ride on mower

Use hand tools and chainsaws for pruning/minor felling work

Operate mini digger and other plant

Grave digging using hand and mechanical diggers

Fine turf management

Weed killing – knap sack, lance, granules

Graffiti removal using specialist graffiti vehicle

Pitch Marking – initial and over mark

Minor civil works/estate type works

Use and operation of non HGV mechanical sweepers

Litter picking

Hand sweeping

Graffiti removal using hand wipes

Clean/paint/basic repairs to litter bins, street furniture etc.

Remove dead animals

Quote, take payment for, and remove bulky items

Collecting Refuse and Recycling

Delivering wheeled bins

Pedestrian mowing, blowers, trimmers and hedge cutters

Hand weeding / edging paths

Use/feed chipper

Gritting and snow clearance

Filling sand bags

Undertake Level 1 playground inspections

Wash and clean vehicles

Carry out basic maintenance of equipment and plant

Carry out vehicle, plant and equipment checks

Responding to customers and carrying out initial investigations and actions eg fixing notices, looking for evidence and talking to residents, regarding litter, waste, dog fouling, abandoned/nuisance vehicles and similar environmental offences.

Being the 'eyes and ears' of the community in providing public places that are kept clean and safe. Providing early warnings of problems relating to crime, disorder, anti-social behaviour and environmental nuisance.

Liaising with customers, partners, colleagues

Providing excellent customer focused service

Any other reasonable duties.

Role Principles

I will remember what matters to the customer by:

- Aiming to provide customers with the service that they want and need
- Helping my colleagues and internal customers to resolve their customer requests
- Helping our residents and visitors to get the service they require
- Avoiding customer confusion by not passing them around or handing them off to others
- Trusting our customers
- Being efficient, polite, professional, friendly and cheerful
- Helping others to help themselves if appropriate
- Keeping information confidential and adhering to the Data Protection Act 1998

I will be available to our customers when they need me by:

- Working as a team to provide cover operationally
- Working flexibly to ensure we have the right people in the right place at the right time to meet requests
- Working across the various Council sites in both Redditch and Bromsgrove
- Working with my line manager to prioritise and manage my workload and tasks
- I will have a flexible approach to work, supporting service change and transformational improvement

I will support my team members by:

- By being responsible for providing instruction and guidance to ESO 1 and 2 team members whilst on site / carrying out work tasks; ensuring compliance with Council policies, procedures and safe working practices and use of correct working methods.
- Working with managers to make sure that we deliver the service our customers need
- Work with management and other staff to produce reports from data held to assist with service improvement and project management.
- Use the information collected to make informed and intelligent decisions on changes to the services
- Assist with the monitoring of measures and service standards
- Using my strengths to help others develop
- Talking to others if I have concerns about something not being done right, rather than allowing it to keep happening
- Identifying areas of poor service or service failure and ensuring that remedies are put in place as soon as possible
- Helping others to understand and work in a systems thinking way
- Having reflection time with the team to discuss how we are working, what we are doing etc.

I will always aim to meet customer's needs by:

- Understanding what matters to the customer and acting upon it
- Owning the customer enquiry and doing everything possible to meet our purpose
- Giving accurate information
- Recording accurate information
- Taking responsibility for sharing information
- Making decisions based on the information available in the interest of the customer
- Ensuring that we meet industry standards and best practice and that we act legally and safely
- Ensuring that any action is not to the detriment of our other customers
- Giving the customer clear information about what will happen and when
- Giving advice about who might be able to help if we can't
- Working with other organisations to develop and support the place we are working in
- Following up if necessary to check that the customer received the expected service

I will use and update computer systems and help to develop new ways of working and technology by:

- Telephone & mobile devices
- IT Systems for recording customer requests
- Paper based systems
- In cab technology
- Email
- Intranet / GIS Systems
- Tachographs

I will assist in the development and improvement of our work by:

- Take ownership for developing my skills to meet requests by making sure that I have the right training and knowledge;
- Identifying any issues with equipment, plant, vehicles that will help us to meet our customers' needs;
- Sharing learning across the whole team;
- Working with others to develop a greater understanding of the whole service;
- Identifying and assisting in designing out waste steps in the system;
- Take the initiative and solve problems
- Attending and contributing to meetings
- Working with and supporting the management team

I will assist with the capture of data to inform further improvements by:

- Recording data when requested
- Understanding the type and frequency of work types

I will make sure that the environment I am working in stays safe by:

- Complying with the Health and Safety at Work Act 1974 and all council policies and procedures, safe working practices and risk assessments in the delivery of services to our customers.
- Ensuring reasonable care for my own health & safety
- Ensuring reasonable care for the health & safety of anyone who may be affected by my acts or omissions
- Reporting all accidents and near-miss incidents immediately
- Reporting any repairs and maintenance issues
- Ensuring that I and others have received the correct training
- Ensure that I and others use and maintain all appropriate Personal Protective Equipment
- Co-operating with my employer or any other person to enable legal obligations to be met
- By not misusing or interfering with anything provided in the interests of health & safety at work
- Carry out duties and responsibilities under the Data Protection Act 1998, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

Person Specification

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

- 1 – Application form
- 2 – Interview
- 3 – Exercise (eg psychometric, case study, presentation etc)
- 4 – Evidence (eg certificate, membership card, course registration etc)

Knowledge and Experience

Knowledge and Experience

	Knowledge and Experience	Essential / Desirable	To Be Assessed By
1	At least 3 years' experience and related training in Landscape Maintenance, Cleansing, Waste Management or similar disciplines	E	1,2,4
2	To have undertaken COTS training	D	1,2,4
3	Experience of delivering other environmental operations	D	1,2,4
4	An excellent understanding of the districts and the services that are delivered by the authorities	E	1,2,4

Qualifications and Professional Memberships

	Qualifications and Professional Memberships	Essential / Desirable	To Be Assessed By
1	Full UK diving licence	E	1,4
2	LGV Category C	E	1,4
	Hold a current CPC training card	D	1,4
3	Hold qualifications that are compatible or associated to one or more of the services areas you are apply for	D	1,4

Job Specific Skills, Behaviours and Personal Attributes

	Job Specific Skills, Behaviours and Personal Attributes	Essential / Desirable	To Be Assessed By
1	Must have excellent communication and interpersonal skills	E	1,2,4
2	Be able to deliver excellent customer care and have a clear understanding of how this relates to quality services and delivery standards	D	1,2
	Must be reliable, a good timekeeper and have evidence of a good attendance record	E	1,2
3	Must be able to carry out manual duties in all weather	E	1,2
4	Be flexible and have a 'can do' attitude and approach in supporting the demands and specific needs of services throughout both authorities	D	1,2
5	Must be self-motivated, demonstrate initiative and be able to give instruction to colleagues	E	1,2
6	Must be able to understand detailed verbal instructions and be able to interpret written work instructions, drawings and plans	E	2
7	Must be able to work alone or as part of a team to achieve the aims and objectives of both authorities	E	1,2
8	Must be trained in the use of any powered hand tools, machinery and specialist equipment associated or related to one or more of the services disciplines	E	1,2
9	Fully understands the principles of health and safety and can clearly identify their own responsibilities under the HASW Act 1974	E	1,2,
10	Fully aware of safe working practices and risk assessments associated with the area of their expertise	E	1,2
11	To have an understanding of Council policies	D	2