

## Job Description and Person Specification

**Employing Authority:** Bromsgrove District Council

**Job Title:** ENVIRONMENTAL SERVICES OPERATIVE Level 2

**Directorate:** L.E.C

**Responsible to:** Agreed Line Management

**Grade:** 4

**Hours of Work:** 37hrs (any 4 & 5 day working patterns apply from any 7 days)  
Special working arrangements for Bank Holidays and Christmas working applies.

### 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, 3<sup>rd</sup> 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:

#### ESO2

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 tasks:

Drive vehicles up to 3.5 tonnes  
Towing trailers

Drive ride on mower  
 Use hand tools and chainsaws for pruning/minor felling work  
 Weed killing – Knapsack, lance, granules  
 Operate mini digger and other plant  
 Grave digging using hand and mechanical mini diggers  
 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  
 Assist with fine turf management  
 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

**Assist and support the team** 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:**

- Working with them to make sure that we deliver the service our customers need
- 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 “Transformational” way

### **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 system
- In cab technology
- Tachographs

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

- Taking 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;
- Taking the initiative and solving 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	Essential / Desirable	To Be Assessed By
1	At least 2 years' experience and related training in Horticulture, Cleansing, Waste Management or similar discipline	E1	1,2,4
2	To have undertaken COTS training	D1	1,2,4
3	An excellent understanding of the districts and the services that are delivered by the authorities	D2	1,2,4

## Qualifications and Professional Memberships

	Qualifications and Professional Memberships	Essential / Desirable	To Be Assessed By
1	Full UK diving licence	E2	1,4
2	Driving licence category B	E3	1,4
	C1, C1E	D3	1,4
	Hold a current CPC training card	E4	1,4
3	Hold qualifications that are compatible or associated to one or more of the services areas you are apply for	D4	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	E5	1,2,4
2	Must be able to deliver excellent customer care and have a clear understanding of how this relates to quality services and delivery standards	D5	1,2
3	Must be reliable, a good timekeeper and have evidence of a good attendance record	E6	1,2
4	Must be able to carry out manual duties in all weather	E7	1,2
5	Be flexible and have a 'can do' attitude and approach in supporting the demands and specific needs of services throughout both authorities	D6	1,2
6	Must be self-motivated, demonstrate initiative and be able to work with minimal supervision	E8	1,2
7	Must be able to understand detailed verbal instructions and be able to interpret written work instructions and drawings	E9	2
8	Must be able to work alone or as part of a team to achieve the aims and objectives of both authorities	E10	1,2
9	Must be trained in the use of any powered hand tools, machinery and equipment associated or related to one or more of the services disciplines	E11	1,2
10	Fully understands the principles of health and safety and can clearly identify their own responsibilities under the HASW Act 1974	E12	1,2,
11	Fully aware of safe working practices and risk assessments associated with the area of their work	E13	1,2
12	To have an understanding of Council policies	D7	2