

## Job Description

<b>Job Title:</b>	<b>Operative Level 3 – Street Scene (Parks &amp; Community)</b>
<b>Strategic Team:</b>	<b>Street Scene &amp; Assets</b>
<b>Service:</b>	<b>Parks, Street Scene &amp; Green Infrastructure</b>
<b>Business Unit:</b>	<b>SWISCo</b>
<b>Responsible To: (day to day issues)</b>	<b>Team Leader – Street Scene (Parks &amp; Community)</b>
<b>Accountable To: (line manager)</b>	<b>Team Manager – Street Scene (Parks &amp; Community)</b>
<b>Salary Grade: (Spinal column points only)</b>	<b>Grade E SCP 7 – 11</b>
<b>JE Ref:</b>	<b>SWIS055</b>

### Job Summary

You will be part of the Street Scene team carrying out a range of tasks to ensure that parks, pavements, beaches Torbay look clean, well maintained, and attractive, are safe and the people who use them enjoy them as much as possible.

You and the team that you work in are managed on a day-to-day basis by the Street Scene Team Manager. Most of the tasks are regular duties and these include:

- Clearing litter from the ground with a litter picker, brush, or electric vacuum.
- Emptying a variety of different types of litter bins.
- Washing and disinfecting pavements, benches, and bins.

From time to time you will be expected to work elsewhere within Torbay or carry out different tasks to what you normally do.

You will be expected to work outside in all weathers and will be on your feet carrying or lifting. The sites where you will work have some uneven ground and a number of hazards such as moving vehicles, dangerous litter such as needles or broken glass.

You will be provided with Personal Protective Clothing that you will have to wear at all times and a range of training in methods of safe work that you must carry out.

It is important that you are friendly and helpful to the people you meet who are generally polite and will be appreciative of the work you are doing.

You will be driving vans and possibly tractors, street sweepers, utility vehicles and quads on and off the road and will do so safely and make sure the vehicle is looked after and kept clean and tidy.

You will be responsible for tasks which require a greater level of experience or knowledge, and which must be done carefully and safely. These may include:

- Weed spraying.
- Graffiti removal using chemicals.
- Operation of street cleaning machinery.

You should be proud of the work you do in this role as it will help make Torbay a great place to live work and play.

### **1. List Key Duties and accountabilities of the post**

- 1.1. Work closely with managers and other team members to promote and ensure efficient communications at all levels within the team as well as between departments.
- 1.2. To work against set planned schedules and undertake operational tasks required as well as being responsive to operational needs.
- 1.3. To work as a team to ensure operations meet with SWISCo's safety, performance and operational targets. To include maintaining effective understanding of health and safety with regard to safe working practices.
- 1.4. To maintain effective working standards to ensure effective delivery of service provision in line with the established timeframes.
- 1.5. Undertake and attend all necessary and required training.
- 1.6. Providing regular communication to line managers to maintain effective service delivery and highlight issues that may adversely affect service delivery.
- 1.7. Make and foster effective relationships that support the one team ethos.
- 1.8. To provide polite, professional and effective customer service as a forward-facing representative of SWISCo.
- 1.9. An effective Health and Safety culture is fostered and maintained.
- 1.10. To ensure that the area in which you are working is cleaned and cleared of any hazards.
- 1.11. Drive and operate the necessary small plant in a safe and responsible manner.
- 1.12. Support teams where necessary driving specialised licenced plant and machinery.
- 1.13. Be responsible for specialist operations requiring in depth experience and knowledge which unless done correctly could have serious implications on site safety and reputation.

### **2. Budgetary / Financial Responsibilities of the post**

- 2.1. No financial responsibilities.

### **3. Supervision / Line Management Responsibilities of the post**

- 3.1. No supervision or line management responsibilities.

### **4. Working Environment & Conditions of the post**

- 4.1. Manual role.
- 4.2. Potential adverse weather conditions.
- 4.3. Working in an environment with potential hazards such as traffic, machinery and uneven ground.

### **5. Physical Demands of the post**

- 5.1. Requirement to spend most of the day on foot.

- 5.2. Operational requirement for repetitive movements such as bending and wrist movements when operating plant and machinery.
- 5.3. Operational requirement for manual handling such as lifting and/or carrying.
- 5.4. Operation of small pieces of plant and equipment such as forklift truck/mower.
- 5.5. Potential traversing of uneven ground and other obstacles.

## **6. Specific Resources used by the post**

- 6.1. PPE as suitable to role and duties being undertaken.
- 6.2. Driving of shared fleet vehicles
- 6.3. Operation of plant and machinery up to £150,000

## **7. Key Contacts and Relationships**

### **7.1. External**

Torbay Council departments  
Nearby District Councils  
Suppliers  
Contractors  
Community engagement/partners/volunteers  
Members of the public / Service users

### **7.2. Internal**

Operational teams/Service Managers/Colleagues  
Senior Management Team  
Human Resources

## **8. Other Duties**

- 8.1. To undertake additional duties as required, commensurate with the level of the job.

## Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles.
- c) SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- d) The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures.
- e) The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- f) The post holder may be required to move their base to any other location within the company at a future date.
- g) The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes.
- h) If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information which will be audited on a quarterly basis and undertake any required assessments.
- i) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions.
- j) SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

**Note for Candidate****All Candidates**

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

**Candidates who consider that they have a disability**

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

## Person Specification

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Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
<ol style="list-style-type: none"> <li>1. Ability to work collaboratively and as part of a team, to include those from other teams and service areas.</li> <li>2. Effective organisational skills as well as being able to apply effective attention to detail.</li> <li>3. Effective ability to meet targets and demand, to include conflicting deadlines.</li> <li>4. Able to work on own initiative proactively and with the minimum of direction.</li> <li>5. Excellent interpersonal and communication skills to include the skills required to handle sensitive issues sympathetically and effectively.</li> <li>6. Effective negotiation skills when dealing with staff and members of the public.</li> <li>7. Effective communication skills to include the ability to present information to others concisely and consistently.</li> <li>8. Possession of impeccable customer relationship and service skills in order to demonstrate a customer focused approach.</li> <li>9. Effective manual handling skills.</li> <li>10. Ability to take direction and work in an inclusive manner.</li> </ol>	<ol style="list-style-type: none"> <li>1. Understanding of MS Teams and Office 365.</li> </ol>

Essential Knowledge:	Desirable_Knowledge:
11. Effective knowledge of Health & Safety processes. 12. Effective knowledge, understanding of data protection and confidentiality. 13. Effective knowledge of how to operate plant and machinery such as forklift truck.	2. Practical knowledge and understanding of statutory obligations which affects the service area.

Essential Experience/Achievements:	Desirable Experience/Achievements:
14. Experience of problem solving to successful outcomes. 15. Able to demonstrate in-still trust to staff members at all levels, clients/customers and the general public. 16. Experience of demonstrating and promoting equal opportunities. 17. Previous experience of operating plant and machinery such as forklift truck/tractor/mowers.	3. Previous experience of working within a performance driven organisation and against Key Performance Indicators or other performance related targets. 4. Previous experience of working in a time critical role and environment.

Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
18. Educated to GCSE standard or equivalent. 19. Full Drivers Licence/Cat C 20. Hold relevant plant and/or machinery operator licence, such as forklift truck/tractor/mower	

<u>Essential – Other requirements of the job role</u>
<ul style="list-style-type: none"> <li>• Ability to carry out the physical requirements of the role (i.e. manual handling, outdoor working).</li> <li>• Ability to travel efficiently around the Bay in order to carry out duties.</li> <li>• Ability to accommodate early starts and unsociable hours.</li> </ul>