

<b>Post title</b>	<b>Cleansing Operative (Driver/Crew Leader)</b>
<b>Division / Section</b>	<b>Waste Services</b>
<b>Department</b>	<b>Place</b>
<b>Responsible To</b>	<b>Supervisor – Waste and Cleansing</b>
<b>Number of post holders</b>	<b>70</b>
<b>Acting up/ Secondment</b>	

### **Purpose of Job**

The purpose of this post is to ensure the local environment is maintained to a high standard of cleanliness. This will involve undertaking a range of services and activities, including: street and open space cleaning, litter collection, environmental inspection and enforcement.

Drive vehicles appropriate to the licence type held. They will be responsible for the vehicle and undertake appropriate checks and paper work.

Undertake day-to-day task allocation and operational supervision of cleansing operatives assigned to them (this may include lone workers).

Act as a first point of contact with the local community providing advice, responding to problems and working alongside relevant colleagues, other CEC departments and agencies ensuring the highest possible standards of customer care are maintained.

### **MAJOR TASKS/JOB ACTIVITIES**

Carry out the day to day operations of street and open space cleaning, environmental inspections and enforcement, meeting the relevant Service Standards and complying Safe Working Practices.

Use hand held technology to record work, receive instructions and report back on actions or problems identified.

The post holder will be responsible for removing waste including but not exhaustively litter, leaves, faeces, needles, fly tipping & dead animals from streets and open spaces using the appropriate supplied equipment. The servicing of litter bins.

To carry out and oversee a range of activities to ensure the efficient and effective cleansing of streets and open spaces through the use of vehicles, equipment and deployment of staff.

On a routine basis, and where holding an appropriate driving licence, be responsible for and drive vehicles and use other plant to support operational activity as required.

The servicing of litter and waste bins.

Dealing with weather emergencies, seasonal variations and events.

Assist emergency services in clearing up after incidents, and the removal of fire debris and hazards from common stairs.

Work with Environmental Wardens in providing information and giving statements where formal enforcement is required in relation to environmental crime.

### **Supervision and Management of People (Numbers and type of staff)**

Post holders are routinely responsible for day to day supervision of up to five cleansing operatives and or agency staff (grade 3), but this may increase dependant on shift patterns. Full line management responsibility lies with Supervisor/Area Manager.

Will be required to work alongside temporary seasonal staff from time to time and provide instructions to these staff (this could include agency staff).

Will be required to support new starts and agency staff, providing on the job training.

### **Creativity and Innovation**

Responsible for continuous service improvement activities associated with meeting agreed performance targets, this will include reviewing practises and route optimisation.

Work closely with neighbourhood colleagues to ensure local environment issues and problems are proactively resolved.

Prioritise their work and that of their crew, whilst ensuring service standards are met. This might include dealing with urgent issues and arranging for remaining issues to be dealt with in appropriate timescales. Allocation of enquires to staff using mobile technology.

### **Contacts and Relationships**

Liaise on a daily basis with their Line Manager to discuss day to day service delivery, workload and issues arising and with their crew to give instruction, allocate work and feedback on issues that arise

Communicating with members of the public provide advice and resolving queries in relation to the service.

Work with local communities, including resident's groups, and other volunteers who assist us keeping our neighbourhoods clean.

### **Decisions (Discretion)**

On a daily basis be required to make operational decisions relating to their crews daily workload to ensure that work is carried out to the agreed specification level. They will also be required to review at short notice their schedule of work to deal with customer complaints and service requests.

They also determine whether or not areas meet specified standards and decide on the appropriate responses (e.g. monitoring, reporting or taking action).

Take front line responsibility for resolving issues, queries and matters of concern from customers and other service providers.

Make decisions regarding health and safety to ensure that all work is carried out in a safe and orderly manner taking into consideration the safety of themselves, their crew and that of the general members of the public.

### **Decisions (Consequences)**

Responsible for the services to which they are assigned by their line management. This will frequently change to suit changing priorities and post holders will be responsible for the workloads and day-to-day task allocation to their crew.

Act as the Council's first point of contact in the daily routine and should be aware of the impact they make as representatives of the Council on customer satisfaction, ensuring that the core aims of the Council are met and of the standards they set that reflects on the Council's ability to provide quality services.

### **Resources**

On a daily basis be responsible for the resources provided to them by their line manager. e.g. vehicles, mobile devices, tools, equipment, machinery and personal protective clothing.

### **Environment – Work Demands**

Work with a minimum level of supervision and requires to take instruction from their line manager and shall exercise a level of control over their workload and the order that it should be carried out.

Required to make decisions about their workload and carry out other work relating to customer complaint, emergency situations, service requests as required

Required on occasion change between work streams, this will often be at short notice, e.g. from street cleaning to assist with graffiti/flyposter removal.

They will also be expected to analyse performance information with the rest of the team and identify recurring issues. They will be involved in assisting their line manager in determining operational changes e.g. cleaning schedules, prioritising work during busy periods and dealing with special events.

### **Environment – Physical**

In the normal course of their duties be expected to carry out work that will be physically demanding, this will include walking distances (with or without a barrow), lifting and carrying, brushing, digging and standing.

Carry out duties that shall require the use of mechanical equipment e.g leaf blowers, walk behind sweepers and weed rippers and at times, have to work at heights up to 12 feet with the use appropriate equipment e.g. ladder (where appropriate training has been provided)

### **Environment – Working conditions**

Required to work in inclement weather conditions for long periods, this will include snow, rain, wind etc. with appropriate equipment and rest breaks

The post holder shall be required to work beside regular traffic flow at times.

Duties involve removing and cleaning waste matter, including removal of dead animals, other hazardous waste and clearing up after traffic accidents.

Appropriate risk assessments and safe working practices will be in place at all times.

### **Environment – Work Context**

Required to ensure that their personal well being is being maintained whereby they ensure that they do not expose themselves to danger by exceeding the recommended or legislative work periods for the use of machinery and materials.

Working beside live traffic flow at times and will be subjected to low levels of exhaust fumes and noise.

### **Knowledge and Skills**

The post holder shall be required to hold or attain a qualification at SVQ Level 2 or equivalent in an environmental related subject.

Also, knowledge of Environmental Protection Act and relevant health and safety policies for waste and street cleansing is essential. This includes application of enforcement standards.

Required to demonstrate an ability to work with hand held technology

A current full driving licence is required to drive vehicles relevant to the class of licence held.

Post holders will be required to hold a Certificate of Professional Competence (CPC), and will be supported through training to attain this.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

**Organisation Structure**

*(attach structure - specific to area of operation).*