

Post title	Cleansing Operative (Non Driver)
Division / Section	Waste Services
Department	Place
Responsible To	Crew Leader/Driver Street Cleansing
Number of post holders	138
Acting up/ Secondment	

Purpose of Job

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.

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.

Responsible for removing waste including but not exhaustively litter, Special Uplifts leaves, faeces, needles, fly tipping & dead animals from streets and open spaces using the appropriate supplied equipment.

The servicing of litter bins.

Dealing with weather emergencies and 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 Environment 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)

Will be required to work alongside temporary seasonal staff from time to time and provide direction to these staff..

Creativity and Innovation

Work closely with Locality colleagues to ensure local environment issues and problems are proactively resolved. Assist the service in the development of open space cleaning operations.

Will on occasion have to prioritise their work 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.

Contacts and Relationships

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

Liaise on a daily basis with their line manager to take instruction and feed back on issues that arise.

Decisions (Discretion)

On a daily basis be required to make operational decisions relating to their 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.

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 colleagues and that of the general members of the public.

Decisions (Consequences)

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

Responsible for the resources provided to them by their line manager. e.g. equipment, mobile devices, machinery, staff (where appropriate) and personal protective clothing.

Environment – Work Demands

Expected to work with a minimum level of supervision and requires to take instruction from their line manager.

Exercise a level of control over their workload and the order that it should be carried out.

From time to time they will be 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.

Environment – Physical

In the normal course of their duties they will 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. 70% of time

Carry out duties that shall require the use of mechanical equipment e.g. leaf blowers, walk behind sweepers and weed rippers. 20% of time

Required at times, have to work at heights up to 12 feet with the use of appropriate equipment e.g. ladder (where appropriate training has been provided) 10% of time

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.

Duties involve removing and cleaning waste matter, including removal of dead animals, other hazardous waste and clearing up after traffic accidents and required to work beside regular traffic flow at times

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

Environment – Work Context

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.

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

Knowledge and Skills

Required to hold or attain a qualification at SVQ Level 2 or equivalent in an environmental related subject.

Ability to work with hand held technology

Required to demonstrate good interpersonal skills when dealing with colleagues and customers.

Demonstrate sound knowledge of equipment and machinery used within a street cleaning team.

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).