

Post title	Driver Attendant (Public Conveniences)
Division / Section	Environment/Task Force-Public Conveniences
Department	Place
Responsible To	Task Force Manager (Public Conveniences)
Number of post holders	12
Acting up/ Secondment	Yes

Purpose of Job

The purpose of this post is to drive vehicles appropriate to licence type held and as directed and to carry out duties associated with that of Toilet Attendant.

The post holder will be responsible for the safety, security, maintenance and repair, cleanliness and proper use of public conveniences. Undertake either individually or as part of a team the cleaning of public toilets and associated accommodation to ensure that they are kept in a clean, hygienic and serviceable condition.

The post holder will also act as a first point of contact with the local community and users of the public convenience service providing advice, responding to problems and acting as a link with relevant neighbourhood teams, other CEC departments and agencies ensuring the highest possible standards of customer care are maintained.

MAJOR TASKS/JOB ACTIVITIES

Service Provision

On a day-to-day basis be responsible for driving and operating vehicles appropriate to licence type held and as directed (20%).

Cleaning of Public Conveniences, including disabled facilities where applicable (65%).

Ensuring safety and proper use of Public Conveniences. Including dealing with anti-social behaviour and working with Neighbourhood teams to tackle this (10%).

Identify repairs and maintenance issues and report these accordingly to the relevant Team Leader/Task Force Manager (PC's), including prioritisation and management of repairs and liaising with contractors (2.5%).

Report any instances of vandalism immediately to the relevant Team Leader/Task Force Manager (PC's) and recommend if necessary the closure of facility to line manager for health and safety reasons whilst repairs are initiated (2.5%).

Job Activities

The post holder is responsible for the safety, security, maintenance and repair, cleanliness and proper use of public conveniences including attendant's rooms. Undertake either individually or as part of a team the cleaning of public toilets and associated accommodation to ensure that they are kept in a clean and hygienic condition.

Dealing with anti-social behaviour and working with Neighbourhood teams to tackle this.

The post holder is responsible for the timely opening and closing of public conveniences at their allocated times.

The post holder is responsible for the collection and distribution of stores to PC locations i.e. cleaning materials and consumables.

The post holder is required to drive and be responsible for Daily Vehicle Checks, presenting vehicles to workshops when faulty and completing associated paperwork.

Identify repairs and maintenance issues (including those related to the paddle gate entry system where appropriate) and report these accordingly to the relevant Team Leader or Task Force Manager (PC's), including prioritisation and management of repairs and liaising with contractors.

Report any instances of vandalism immediately to the relevant Team Leader or Task Force Manager (PC's), and recommend closure of facility to line manager for health and safety reasons whilst repairs are initiated.

Undertake individually or as part of a team all duties concerned with the Public Conveniences which are applicable to the post grade.

The post holder will carry out Toilet Attendant duties often with difficult members of the public.

The post holder will have contact with emergency services, departmental and outside agencies when required.

Ensure the health and safety of the public and job holders during the cleaning process.

On occasion, the post holder may be required to manually operate the paddle gate entry system (where relevant) to ensure service delivery to the public and collection of charging revenue.

Display "wet floor", "male/female attendant only" cleaning signs when necessary.

Ensure consumables i.e. toilet tissue, hand towels, soap etc. are replenished on a regular basis to prevent their depletion.

Carry out minor repairs and maintenance to the public convenience buildings and its fixtures and fittings including to the paddle gate entry system (these would be limited to repairs that would not require the relevant statutory licence, certificate or qualification to undertake).

Replace light bulbs/tubes, sub main and first line (up to 60 amps) fuses.

The post holder is responsible for the examination of ball-cocks and water fittings, including minor repairs as necessary.

The post holder is responsible for regular inspection of cleaning equipment to ensure safe operation.

Ensure safe working practices are followed while working with chemicals. Labels must be read and understood prior to use.

Provide guidance and assistance to the general public on safe operational use of the paddle gate entry system (where relevant).

Carry out removal and safe disposal of sharps (syringes etc) to safeguard public health using CEC safe working procedure. Ensure needles and other drug-user paraphernalia are disposed of in needle boxes and kept in a secure place in the PC until full then removed for clinical disposal.

Collect excess waste and dispose of litter related refuse and recycling materials.

Undertake Banksman duties when requested, guiding reversing vehicles using the relevant detailed safe working procedure.

Maintain general tidiness and cleanliness including associated offices and facilities.

Advise the public, residents and traders of any changes to normal service timetables.

Positively promote Council policies and strategies and act as a point of information for any general enquiries from the public.

Positively promote and market environmental policies, practices and initiatives.

Duties will involve weeding, litter picking, sweeping and removal of fly tipping, burst bags, dumped items, leaves and detritus from streets, pavements, grassed areas and verges in the immediate vicinity of toilet buildings.

Remove dead animals from open space areas adjacent to public conveniences;
Ensure proper completion of daily paperwork i.e. Daily work sheets, repair books and incident report sheets where applicable.

Deal with weather emergencies (ice, snow, flooding, gritting).

Assist emergency services in clearing up following overdoses, deaths and fires within the public conveniences.

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

Undertake cleaning operations prior to and after special events in various public conveniences throughout the city.

Undertake the removal of dog fouling and various human hazardous waste matter within and adjacent to public conveniences.

The post holder has key holding responsibilities whilst working.

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

Post holders will report to the relevant Team Leaders and Task Force Manager (Public Conveniences) who has line management responsibility for all staff.

Whilst not having the primary responsibility for training new staff, it is expected that the post holder will participate in the familiarisation of new starts with their daily duties using the 'in-house buddy' system.

They are responsible for a range of equipment, which includes but not limited to a vehicle, handheld cleaning equipment, ground maintenance equipment, handheld tools and handheld electronic equipment used for receiving directions, recording issues and reporting actions.

Creativity and Innovation

When on shift, the post holder may be required to work on own initiative within general operating procedures to ensure high quality service delivery.

The post holder will be expected to address and resolve a range of problems and issues relating to the daily operations of the service as and when they arise. If complex or contentious issues are encountered, the post holder will work with the relevant Team Leader, Task Force Manager (PC's) and/or other services to find a resolution.

Contacts and Relationships

Post holders will have ongoing contact with residents, tourists, and the wider public. This will specifically involve assisting in the promotion and marketing of routine Council policies, practices and initiatives associated with public conveniences. However, it may, on occasion also involve informing the public of other environment issues (e.g. burst pipes and sewers).

The post holder will have regular contact with tradesmen i.e. plumbers, electricians, joiners, glaziers etc. and to assist with repairs if required.

The post holder will have direct contact with emergency services i.e. when an individual is found unconscious or dead, other medical emergencies involving the public, tissue holders and waste bins set on fire, threats of violence etc.

The post holder will have occasional contact with officers of other Departments and other agencies.

The post holder will have regular contact with customers with special needs e.g. Disabled people.

The post holder will have an awareness of general equalities duties in relation to Public Conveniences access and will ensure that anything that inhibits this access is rectified or reported to their relevant line manager.

Decisions (Discretion)

Post holders will as part of the Public Convenience Service actively participate in continuous service improvement activities associated with meeting agreed performance targets, financial budgets and Best Value outcomes.

In the course of their duties, the post holder will be required to ensure that public conveniences meet the required standards of cleanliness and are at all times safe for the public to use.

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

The post holder will be expected to conduct ongoing assessments of safety issues associated with their assigned facilities that may affect the public and/or other Council staff and rectify or report any problems identified.

Post holders may occasionally, in the absence of the relevant Team Leader/Task Force Manager (PC's), take the decision to close a public convenience immediately for the protection of the public.

Further actions might involve reporting environmental problems and where appropriate resolving issues themselves; these include: Graffiti removal, fly tipping, littering, accumulations of waste, street lighting defects, Issues which may be associated with community safety (e.g. damage to play parks).

Appropriate advice and guidance will also be given to customers on how to access specific services when requested.

Decisions (Consequences)

As part of a public convenience team, post holders will be expected to take responsibility for prioritising the work required for maintaining service standards, referring complex or contentious issues to the relevant Team Leader/Task Force Manager (PC's) for joint resolution. This might include dealing with urgent issues and arranging for remaining issues to be dealt with as soon as possible.

All decisions made in the course of carrying out daily operational tasks will ensure the provision of continuous service delivery unless there is a safety risk to the public or otherwise instructed by the relevant Team Leader/Task Force Manager (PC'S).

Closure of a public convenience for safety reasons would result in the service not being available for a period of time.

Resources

Post holders will be expected to operate and be responsible for a range of public convenience, street cleansing and ground maintenance equipment / machinery which includes but not limited to: small hand tools such as screwdrivers and electric drills, brushes, shovels, mops, buckets etc.

Vehicles.

Graffiti removal kits. (Internal and External).

Consumables e.g. toilet tissue, hand towels, soap, oil absorbent, weed killer etc.

Key holding (opening and closing), within the city wide public conveniences estate.

Daily worksheets and repair recording.

Environment – Work Demands

There is a contractual requirement for the post holder to take part in a rota to provide required service levels on public holidays, to support events and for unforeseen emergencies.

Post holders are required at a moment's notice to change priorities as a consequence of complaints i.e. spillages of excrement, urine and blood, depletion of consumables or emergencies such as deaths or injuries within the public conveniences.

The post holder will be expected to work in locations that have high general public usage and where problematic circumstances can arise fairly frequent basis.

Post holders must be able to make on the spot decisions in the absence of the relevant Team Leader/Task Force Manager (PC's).

The post holder will work without direct supervision.

Environment – Physical

Duties include driving city wide.

Duties can include the responsibility for several closely located public conveniences at any one time and the post holder may be required to undertake walking mobile attendant duties as directed by the relevant Team Leader/Task Force Manager (PC's).

Duties will involve lengthy periods of heavy manual work including bending, mopping, sweeping and lifting bins etc.

Duties will involve weeding and litter picking around the immediate vicinity of the toilet building.

Cleaning duties will require frequent bending, kneeling and stretching to access and clean areas behind toilet bowls, high levels ledges, windows and doors etc

Environment – Working conditions

Duties involve removing and cleaning waste matter such as human excrement, blood, urine, litter, debris and general detritus 80%.

City wide driving 20%.

Duties involve dealing with the occasional dead or unconscious person within the public conveniences.

Post holders work in all weather conditions and in moving traffic.

Environment – Work Context

Post holders will encounter the following;

On occasion, anti-social behaviour exhibited by some members of the public (in the form of verbal abuse and aggression).

Risk of injury from discarded needles.

Lone working risks.

Occasional dead body or drug overdose within the public conveniences.

Use of chemicals including cleaning products.

Knowledge and Skills

All post holders will have an SVQ level 2 qualification in cleaning, or commit to secure such certification either within 24 months of appointment (for new staff) or from the implementation of the new job description (for existing staff).

Knowledge of a range of cleaning activities associated with the job is essential.

Knowledge of the relevant Health and Safety policies as they relate to public conveniences is essential.

Ability to work on own initiative and solve problems is also required.
A current full driving licence is essential.

Good customer care skills are essential.

Good verbal communication skills are essential.

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.