

Grading

Job Description and Employee Specification

<u>Job title:</u> Senior Community Operative	<u>Service area:</u> Economy & Environment
<u>Post number:</u>	<u>Division:</u>
<u>Grade:</u> 6	<u>Section/team:</u> Highway Operations
<u>Overall purpose of job:</u> Serve the community and take pride in the area by leading large and specialist teams (schemes) for cyclic, routine, general maintenance and construction works in street cleansing, highways, grounds maintenance and winter service work.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> Will undertake all duties outlined within the Community Operative Level 4 job description and have the following additional responsibilities in relation to the management of large and specialist teams: 1. Some line management responsibility, which will involve allocating, directing, and checking the quality of work for assigned team members. 2. Be able to establish and supervise the day-to-day workload of multi-skilled teams to ensure they are deployed in an efficient and effective manner on productive work and to ensure safe systems of work at all times. 3. Carry out risk assessments of all works prior to the deployment of the multi-skilled teams. 4. Liaise with line managers on forward plans of necessary re-active and planned routine maintenance works and to provide sufficient information to allow for the efficient deployment of resources. 5. Ensure compliance with relevant health and safety legislation in all aspects of work undertaken so that your own safety, and the safety of working colleagues and occasional visitors, is safeguarded so far as is reasonably practical. 6. Complete appropriate records e.g., ad hoc tickets, inspection reports, call logs etc, in a legible and accurate manner for "logging" and charging purposes. 7. Completion of site specific pre work risk assessment, communicate contents to other site staff including those who are on lower grades.	

Grading

Job Description and Employee Specification

8. Deliver high standard, customer focused services in order to acquire and retain contracts and adhoc works in the future.
9. Certification and completion of all timesheets for self and subordinate staff, plant sheets, material returns.

Knowledge, skills and experience:

Requires the knowledge, skills and experience outlined within the Community Operative Level 4 job description and the following in relation to the management of large and specialist teams:

- Knowledge of working in a multi-functional organisation.
- Knowledge of the new roads and street works.
- Ability to plan and prioritise work. Good understanding of codes of good practice.
- Good communication, negotiating and presentation skills both orally and in writing.
- Experience of dealing effectively with the public and organisations on associated matters.
- Knowledge of routine maintenance, methods and techniques.
- Experience of and skilled in monitoring and supervising others working larger scheme works.
- Health and Safety at Work legislation.
- Use of appropriate information and communication technology systems.
- Be able to transport yourself throughout the council area in a timely manner.
- Contribute to team working.
- Completion of first level returns to work interview documents and annual appraisals.

Creativity and innovation:

Requires the creativity and innovation outlined within the Community Operative Level 4 job description and the following in relation to the management of large and specialist teams:

Job Description and Employee Specification

- The post holder will use their initiative when allocating work and may have to solve problems that arise on site.
- Prioritise workloads to meet deadlines.
- Identify practicable, cost effective and innovative solutions.
- Efficient deployment of teams.
- The interpretation and application of related regulations, health and safety legislation and council policies and procedures.
- Effective works programming, taking account of the site-specific requirements.
- Ensuring that the correct layout for the protection of motorists, pedestrians, the workforce, cyclists, disabled and partially sighted people and prams/pushchairs is installed prior to the works commencing.
- Estimating quantities and planning effective material deliveries, dealing with any unforeseen delays or incorrect type and quantity.
- Ensure that sites are efficient, staff, contractors, material deliveries all arrive within required timescales and that any materials/works carried out are within the specification.
- Ensuring correct plant is available and dealing with any breakdowns.
- Dealing with Officers; suggesting alternative methods and solutions.
- Management and supervision of any sub contractors.
- Dealing with unforeseen or unexpected weather-related problems.
- Underground and overhead services.
- Dealing with unexpected interruptions, delays or disruption to programmed works.
- Ability to introduce new materials and technology to improve the service provision.

Contacts and relationships:

Contacts are outlined within the Community Operative Level 4 job description plus:

- Colleagues on all site related matters (daily)
- Line Manager on all matters (daily)
- Traffic Officers/Project managers/Supervisors (daily)

Job Description and Employee Specification

- Corporate Safety Unit on matters of health and safety (monthly)
- Town and Parish Councils (monthly)
- Administrative Staff for service drawings, material and plant orders and enquiries, timesheets, plant sheets, delivery notes etc (daily)
- Emergency Services at emergency and weather-related incidents (monthly)
- Members of the Public daily in relation to the works being undertaken and any other enquiry or complaint (daily)
- Plant and material suppliers (daily)
- Contractors and Sub Contractors on site (daily) Utility Companies and their sub contractors (monthly)

Decision making:

Decisions are outlined within the Community Operative Level 4 job description plus:

- Identifying and deciding appropriate solutions to site problems and ordering of routine and programmed work, taking account of priorities and budgetary constraints as directed by the Line Manager.
- Identifying and deciding remedial action for works carried out which, do not meet minimum specification standards.
- Checking quality and appropriateness of work by individuals and teams.
- Site specific Risk Assessments including prestart and amendments whilst the works are in progress – May need guidance from Line Manager.
- Correct pre work instructions and information is received from the works promoter – may need support from Line Manager if this is inaccurate or incomplete.
- Changes or amendments to issued scheme drawings – May need guidance and/or advice from works promoter.
- Allocation of work to subordinate staff (dependent upon ability/skill levels).
- Changes or amendments to works programmes dependent upon weather conditions or other situations.
- Members of the general public – whether to refer to a manager or other department.
- Ensure that all correct equipment and materials are taken to site minimising return visits to the depot.

Grading

Job Description and Employee Specification

- In the case of minor works at multi-site locations, programme works to be carried out in the most efficient, cost effective and fuel-efficient manner.
- Type of equipment required on site and duration required on site, ordered in a timely manner – Support from Line Manager.
- Quantity and type of materials required – check stock and if unavailable order in a timely manner – support from Administration team.
- Type of materials to be used on specific sites, may require ordering specifically
- Type of action to be taken at an emergency incident – in conjunction with Line Manager, Highways Officer or member of the Highways Management Team.
- Any additional works on a site – refer to line Manager.

Responsibility for resources:

Resources are outlined within the Community Operative Level 4 job description plus:

- Solely responsible for vehicle (£20,000) and trailer (£3,000).
- Shared responsibility for assorted hand and powered tools £250 - £9,000 (e.g., brush, loppers, strimmer, hedge cutter, line marking machine, laser marker).
- Light Plant and Hand Tools; Including Hydraulic Breaker, Brick Saw, Compactor plate, Vibrating Roller, pumps, Shovels, spades, rakes etc.
- Hired Plant; 180-degree excavator with operator, Skidsteer with operator, Large Goods Vehicle with operator.
- Mobile phone.
- Fuel keys.

WORK ENVIRONMENT

Work demands:

Work demands are outlined within the Community Operative Level 4 job description plus:

- For pre-programmed works which can be disrupted dependent upon the circumstances, these could be an emergency incident requiring attendance, weather disruption or issues on site for example funerals, school excursions, members of the public wishing to traverse the working area needing assistance (partially sighted, disabled) etc.

Grading

Job Description and Employee Specification

- Urgent or ad-hoc work request e.g. sports days, fetes, special events.
- Work demands may vary in the following circumstances: School holidays, special events, seasonal / adverse weather conditions

Physical demands:

Physical demands are outlined within the Community Operative Level 4 job description and the following:

- Occasional heavy lifting.
- Concentration in adverse weather situations e.g. ice & snow when driving.
- Driving.
- Walking, including up hills.

Working conditions:

Working conditions are outlined within the Community Operative Level 4 job description plus:

- 15% office based: Site based 85%.
- Required to work in adverse weather conditions

Work context:

Work context is outlined within the Community Operative Level 4 job description plus:

- Risk of falls and other risks associated with construction sites and the highway.
- Risk of physical attack from members of the public.
- Danger from working in close proximity to traffic.
- Handling chemicals.
- Operating plant/machinery.
- Required to work in a hazardous environment.
- Required to drive between
- Council Offices and other sites.
- Working in the highway is a “hostile” environment.

Job Description and Employee Specification

- Dealing with members of the public including complaints, other information and enquiries, verbal and physical abuse.
- Lone working as and when required.
- Risk Assessments have been produced for all tasks; plant is sourced that meets current legislation including Hand Arm Vibration Syndrome.
- All site based employees undergo full annual health surveillance appointments to ensure that there is no deterioration in any symptoms

Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes ☐ No ☐

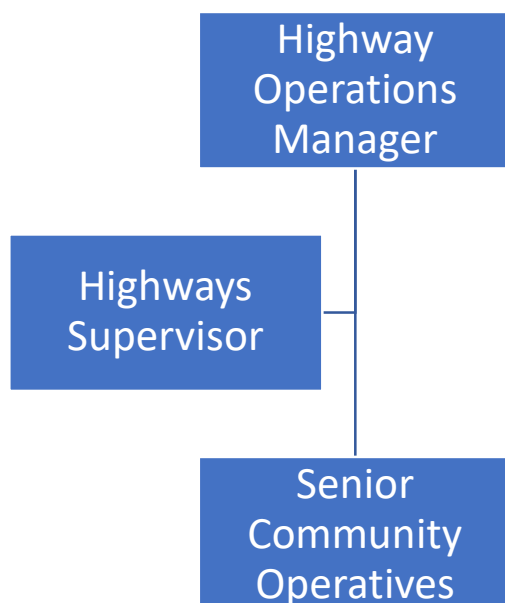
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☐

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



Grading

Job Description and Employee Specification

Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

Grading

Job Description and Employee Specification

ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Providing a front-line service to the public, demonstrating good customer care. • Previous gardening, construction or street cleaning experience, e.g. grass cutting, shrub/rose bed work, hedge cutting, removing fly tipping, litter picking etc. • Experience of and skilled in monitoring and supervising others working larger scheme works. • Experience of using and maintaining small, mechanised plant. • Basic horticultural or street cleaning experience. • Experienced in completing on site health and safety assessments including risk assessments and COSHH assessments.	
Knowledge, Skills and Experience	Interview
• Craft skills: ability to interpret plans, site preparation, construction, landscaping, setting out of pitches and sports grounds. • Ability to supervise staff and prioritise the work of a team. • Ability to undertake horticultural, construction, street cleansing and other manual duties. • Ability to undertake basic repairs of equipment. • Capable of walking between 5 and 6 miles per day while operating light plant/ equipment. • Manual handling skills: the ability to lift objects and empty bins and undertake construction and gardening work. • Knowledge of the local area. • Skills in one or more of the following: • MEWPS. • HIAB. • Loading shovel operation. • Technical use of tools and equipment. • Recognition of underground services. • Safety at Street Works and Road Works. • Or other equivalent level qualification (s). • Driving a left-hand drive vehicle slowly with frequent stops • Frequent heavy lifting e.g., gully lids • Handling of heavy, awkward pipes when emptying septic tanks • Concentration in adverse weather e.g. ice & snow when driving • Ability to use appropriate information and communication technology systems. • Good understanding of codes of good practice.	

Grading

Job Description and Employee Specification

- Good communication, negotiating and presentation skills both orally and in writing
- Basic numeracy and literacy skills; the ability to complete time and task sheet accurately.
- Ability to safely use hand tools and light plant

Education, Training and Qualifications

Application form (follow up at interview)

- Large Goods Vehicle driving licence category C or skills in one or more of the following:
 - MEWPS.
 - HIAB.
 - Loading shovel operation.
 - Technical use of tools and equipment.
 - Recognition of underground services.
- Safety at Street Works and Road Works or other equivalent level qualification(s).
- Driving licence – Category B and B1/BE.
- Digital tachograph holder.
- G39 Highway Electrical Safety Certification.
- New Roads and Street Works Operator certificate.
- Horticultural qualification.
- Ability and willingness to successfully complete driver CPC training.

Working Arrangements

Interview

- 37 hours per week.
- Ability to participate in a standby rota and to be called out in an emergency.

DESIRABLE CRITERIA

ASSESSED THROUGH:

Knowledge, Skills and Experience

Application form (follow up at interview)

- Experience of and skilled in monitoring and supervising others working larger scheme works.
- Management and supervision of sub contractors.

Knowledge, Skills and Experience

Interview

- Good communication, negotiating and presentation skills both orally and in writing.
- Good understanding of codes of good practice.
- Ability to introduce new materials and technology to improve the service provision.

Grading

Job Description and Employee Specification

Working Arrangements	Interview
37 hours per week. - Ability to participate in a standby rota and to be called out in an emergency.	

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐No ☒

Political restriction

Yes ☐No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☒No ☐

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021