

Public Realm Operative (PRO)

- Grade: Grade Scale 2
- Reports to: Mariusz Pekala
- Direct reports: None
- Your team: Grounds Maintenance Service (Cemeteries)
- Service area: Greener More Active
- Directorate: Climate and Environment

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This post requires a DBS check at the appropriate level (Basic)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

In recognition of the need for flexible working and for providing excellent customer care and quality services it has been agreed that the front line operations will be based on just three generic Job Descriptions, enabling (after appropriate training) the use of staff across the full range of services provided (i.e. Refuse Collection; Recycling; Cleansing and Grounds Maintenance in all Highways; Cemeteries or other similar locations.)

The Public Realm Operative plays a key role in delivering high-quality, customer-focused Environmental Services across a range of operational areas including refuse collection, recycling, street cleansing, and grounds maintenance. The role supports flexible service delivery in various locations such as highways, cemeteries, and other public spaces. Operatives shall be required to perform tasks as called upon that fall within the skills range and may be required to receive training for PRO tasks that are deemed reasonable.

Key responsibilities

- Working as an individual or as part of a team to provide high quality customer focussed Environmental Services including all types of waste collection, street cleansing grounds maintenance and park keeping.
- Personal commitment to the maintenance of high levels of customer satisfaction with the service.
- Advising and encouraging the public in respect to environmental objectives, resolving day to day issues creatively and sensitively and acting as a good ambassador of the Council on the frontline service
- Working flexibly and within reason and in co-operation with other rounds or crews to complete allocated work schedules in the event of minor disruption or delays ensuring daily schedules are completed.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Qualifications

Essential criteria	Criteria description	Essential/desirable
E1	At least 6 months experience as a loader, sweeper or grounds maintenance operative.	Essential

Experience

Essential criteria	Criteria description	Essential/desirable
E2	To have the ability to carry out repeated moderate and heavy lifting and sweeping activities.	Essential
E3	Take pride in work and apply customer care behaviour in all aspects of the working day	Essential
E4	Willingness and Ability to achieve a nationally recognised qualification, in either cleansing, waste management, grounds maintenance. (NVQ Level 1 or similar)	Essential
E5	To have the ability to provide verbal reports, and the ability to report in writing.	Essential

Skills

Essential criteria	Criteria description	Essential/desirable
E6	Willingness and Ability to use computer terminals (including handheld terminals) and mobile phones.	Essential
E7	To be able to work as part of a team or own initiative	Essential
E8	To have the ability to adopt safe working practices, and to have a working knowledge of health and safety regulations. To be able to comply with safe practices in the provision of the service.	Essential
E9	Ability to adhere to the Council's Equal Opportunities Policy "Dignity for All" and other relevant policies to ensure that services are developed and delivered within this framework and according to the Council's standards	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.