

# Job description

## Public Realm Operative

- Grade: Scale 2
- Reports to: Grounds Maintenance Area Manager
- Direct reports: None
- Your team: Grounds Maintenance (Housing)
- Service area: Greenspace and Highways
- 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.

### Special requirements of the post

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

## 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

Operatives shall be required to perform tasks as called upon that fall within the skills range and may be required to receive training for semi-skilled tasks that are deemed reasonable.

Working as an individual or as part of a team provide high quality customer focused Environmental Services including all types of waste collection and ground maintenance.

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 to ensure daily schedules are completed.

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.

## Key responsibilities

- 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.
- To work on the basis of fair pay for a fair days work. In accordance with the Council's Fairer Islington Policy all Staff shall be paid a minimum of the London Living Wage and staff will support apprenticeship schemes for local people and to promote and develop careers.
- To carry out general cleansing, waste management, grounds maintenance and or park keeping duties as directed by supervisor.
- To assist in the implementation of productivity increases to bring the operation in line with industry productivity norms. To co-operate with the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce costs or environmental burdens. In order for a full service to be delivered as economically as possible there will need to be change to some start and finish times. If this is the case consultation with the individual and their trade union representative will commence before implementation.
- To give full cooperation in the implementation and operation of the latest information and communication technology which will be designed to enhance efficiency, safety and rapid communication.
- To give total commitment to developing and maintaining an excellent health and safety culture within the organisation and a high level of awareness amongst all staff working together towards zero accidents and work-related ill health. To report any potentially dangerous hazards or occurrences identified during the working day to line supervisor or driver.

- To ensure high levels of service, staff will be required to work all Public Holidays excluding Christmas Day and there will need to be staff on standby to deal with emergencies. This will not prevent individual staff members from not working on any public holiday, provided adequate cover is available to meet the needs of the service on that day. To work agreed overtime after Public Holidays or other disruptions to the normal service as required.
- To support ways of working to improve recycling, waste minimisation and maintenance of parks and open spaces including recording and reporting waste collection problems such as contamination or incorrectly stored waste through the established reporting system. Also to record and report properties where there is a potential for waste reduction and increased recycling. Or reporting areas of grounds maintenance not meeting service standards.
- To undertake safely the collection of all types of waste; cleansing of streets or parks and open spaces and work individually or as part of a team and ensure that segregated waste streams are not obviously contaminated with nonconforming material or waste.
- To take care in undertaking duties not to cause damage to Council or third-party vehicles, plant, equipment, property etc. and where damage is caused to report any incident to your driver or supervisor at the earliest opportunity. To wear the correct uniform and personal protective equipment appropriate for the task while on duty and that it is in a clean and safe condition.
- To work flexibly and undertake a range of Public Realm duties as required, including where directed work on Winter Service duties to an agreed winter maintenance plan if your service is suspended due to adverse weather conditions. To work to an agreed winter service plan when you will be expected to work for reasonable periods of time in winter conditions. You will be provided with the appropriate warm PPE for working in cold weather conditions.
- To liaise with the public and be an ambassador on behalf of the Council and the Environment & Regeneration Department, responding positively and sensitively to customer enquiries or complaints as they arise and where necessary, reporting and making recommendations to the Supervisor.
- To ensure all complaints or missed collections or defective work are rectified promptly within specified timescales. To record and report Street Scene defects, potential offences and problems through the established reporting system.
- Assist competent qualified staff with the Induction and monitoring of staff new to the task in terms of safe operation, customer service and service requirements. Provide high quality services with enthusiasm and passion to help to improve customer satisfaction. To achieve a Nationally recognised qualification in cleansing or grounds maintenance. (NVQ or similar).

## 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

Point	Criteria description	Essential/desirable –
1	At least 6 months' experience as a loader, sweeper or grounds maintenance operative.	Essential
2	Willingness and ability to achieve a nationally recognised qualification, in either cleansing, waste management, grounds maintenance. (NVQ Level 1 or similar)	Essential
3	To have the ability to carry out repeated moderate and heavy lifting and sweeping activities.	Essential
4	Take pride in work and apply customer care behavior in all aspects of the working day	Essential
5	To have the ability to provide verbal reports, and the ability to report in writing.	Essential
6	Willingness and ability to use computer terminals (including handheld terminals) and mobile phones.	Essential
7	To be able to work as part of a team or own initiative	Essential
8	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
9	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
10	Willing to work outside in all weathers providing it is deemed safe to do so and the appropriate PPE is provided.	Essential
11	Willingness to work evenings and weekends on a shift pattern including early and late shifts	Essential

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## 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.