

## ROLE PROFILE

<b>Job family</b>	<b>Operations</b>	<b>Role profile number</b>	<b>OP06-2376</b>	<b>Grade F</b>
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**Job purpose:** Carry out a range of operational tasks and activities, using a variety of tools and equipment.

Grade F posts are higher in 'Work Demands' as tasks are subject to interruptions and at times there may be competing demands of work priorities. Grade F posts also require a higher level of 'Knowledge & Skills' in the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No management of staff No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels or national diploma or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good planning and organisational skills, with ability to use initiative, prioritise workloads and achieve deadlines. Good communication skills.
Creativity and Innovation	Work on own to manage own activities, Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Deliver a range of assigned practical tasks / activities to achieve agreed results. Operate a range of specialist equipment. Carry out inspection / maintenance of site / equipment. Identify areas where improvements could be made within own role / work area.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Be first point of contact on a range of queries from internal / external customers. Contacts will include: Contact with colleagues, customers and members of the public May be first point of contact difficult customers / visitors. Liaise, communicate and build relationships with customers and other council contacts. Work flexibly as part of a team or on an individual basis. Provide assistance to others as required.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Communicate with customers and contacts to share information and provide advice/ support. Work on own initiative to manage own activities. Expected to work remotely or alone, with limited access to next level of supervision. Maintain records / information as required. Understanding of health and safety requirements relevant to the service area and must react suitably to any safety situations.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder or have responsibility for a council owned van.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work requires some physical effort. Work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment.
Our Identity	<a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously

	and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Post Title</b>	Senior Grounds and Estate Maintenance Operative	
<b>Job Family</b>	Operations	
<b>Role profile number and grade</b>	OP06-2376	Grade F
<b>Number of posts</b>	2	
<b>Service/Team</b>	Property Services	
<b>Reports to</b>	Property Services Team Leader	

### Job Family overview

#### Operations job family overview:

Delivery of ongoing service activities using, tools, equipment and machines requiring specialised and vocational expertise

- Broad range of everyday work in support of Council services
- Vocational work in a defined field of activity
- Ongoing regular activities and processes to service plan
- Use of specialised equipment and techniques
- General repair, maintenance, cleaning, catering or housekeeping

### Service / Function Context

As the in-housing workforce expands to enable the Council to deliver more services in house, the Housing Property Services Team are looking to deliver grounds maintenance service to sites throughout the estate, specifically but not exclusively to its Sheltered Housing Schemes and estate maintenance services to sites throughout the estate, specifically but not exclusively to its housing estates.

### Job Purpose

To support the Property Services Team Leader as a member of the Grounds and Estate Maintenance Team. The Senior Grounds and Estate Maintenance Operative will be assigned to maintain sites and areas to an agreed specification and quality standards in Sheltered Schemes, carparks, garage sites and other Housing-owned land. The post holder will be expected to carry out the more advanced tasks involving machinery such as ride-on mowers.

This role will provide direct supervision and support to Grounds and Estate Maintenance Operatives to ensure daily activities are carried out as per instruction and with adherence to all health and safety and safe working practices.

Specific duties and responsibilities include:

- The post holder for this role will be expected to take responsibility for delivering the Grounds and Estate Maintenance Programme across HRA assets, to time and ensuring quality of workmanship is maintained at a high standard.
- To lead on the ground maintenance aspect of any estate improvement works to include resolving structural problems caused by root growth or removing any planting likely to cause concern.
- Lead the team in day-to-day activities, providing on-the-job instruction for routine and project work. Train and coach Operatives in basic tasks.
- Supervise Grounds and Estate Maintenance Operatives and ensure that operations are completed to programme.
- Operative will be working on site without supervision whilst overseeing the grounds and estates maintenance operatives so thorough understanding of procedures and working practices is essential.
- Give verbal feedback through on-job experience to contribute to the Council's maintenance procedures and processes.
- Responsible for ensuring safe practices are in place and followed, working with the H&S advisor, plan and deliver Toolbox talks ensuring operatives understand and are compliant with safety requirements. Failure to do so could end up in injury.
- To contribute to and comply with risk assessments and method statements for projects and tasks and to attend meetings when required.
- To ensure appropriate paperwork is completed, daily, weekly, monthly, or as required for all grounds and estate works and ensure COSHH information is filed and accessible.
- Identify and react to risks and safety concerns.
- Act as point of contact on site for any accidents or incidents.
- Be responsible for the safe and appropriate use of vehicles, machinery and tools and train others in their use (providing relevant licenses are held). Conduct preventative maintenance checks and cleaning of machinery, plant and vehicles provided for undertaking of grounds maintenance or related activities.
- Manage conflicting priorities and be reactive to last minute changes, ensure clearances of fly-tipping are removed in the relevant timescale and that property and garden clearances are completed as a priority where required.
- Assist with fly-tipping investigations - identifying the origin of the waste where possible and providing photographic evidence to relevant officers.
- Removal and disposal of internal and external waste from voids properties
- Jet washing of communal areas to clean areas such as patios and signage etc. for purposes of H&S.
- Support and work alongside Wiltshire Council's external contractors, volunteers and community groups and deal with enquiries from residents and the community while on site.
- As Senior on site, will be responsible for handling more complex enquiries from customers and general public face-to-face
- Attend and participate in any training as required by manager including H&S, inclusion and induction training on relevant machines and equipment and safe working practice.
- Provide daily support to the ground and maintenance team with:
  - Grass cutting, edge trimming, hedge cutting, tree and shrub pruning with the emphasis on deciding the most appropriate method and frequency of each and the scheduling of works on a day-to-day basis.

- Gardening, weeding, tree leaf clearances and other seasonal works to include litter collection, general tidying and winter gritting of schemes.

Specific requirements for this post:

- Work subject to interruptions and at times may be competing demands of work priorities.
- This role involves manual gardening and voids clearance activities for much of the day, with the use of garden machinery and tools.
- Physical effort will be required with some periods of high physical effort such as kneeling, bending and crouching. There will also be large elements of lifting. Work will primarily be outdoors in all weather conditions. There is the requirement to travel in between working locations and to walk long distances at some sites.
- A good level of concentration is required when undertaking potentially dangerous work such as using a strimmer, mowing or lifting large items in an area where residents or members of the public may be in the locality.
- May involve lone working and dealing with anti-social behaviour.

## Person Specification

Specific qualifications, knowledge, and skills required for this role

### Essential

- Significant experience in grounds maintenance or a similar role.
- Educated to A Level standard or ability to demonstrate equivalent skills required for the role.
- Licensed in the use of pesticides and herbicides control.
- Must be competent in operating all associated equipment required for the role.
- A good awareness of health and safety and implementing practices.
- Must be able to undertake written and numerical work to a high standard.
- Must be able to work under their own initiative to deal with the issues that occur during the day.
- High standard of work and detailed knowledge required.
- Must be able to undertake physical work daily with a willingness to work outside in all weather conditions.
- Flexibility to carry out a range of tasks including fly-tipping removal, property clearances and jet washing.
- ICT skills including use of Microsoft applications, basic skills and mapping.
- Efficiency to handle workload.
- Relevant and practical experience acquired through on-the-job experience.

### Desirable

- Team management or leadership experience
- Knowledge of Wiltshire Council Housing locations
- Garden or grounds maintenance qualification – Horticulture.

- Jetting certificate
- Basic Health and Safety Certificate
- First Aid Certificate

## Career graded posts

This post does not form part of a career grade.

## Supporting Information

<b>Driving classification</b>	
<p><b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

<b>Driving trigger points</b>			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input checked="" type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

<b>Clearances – Non-Police Personnel Vetting (NPPV)</b>	
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b>. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').</p>	<input type="checkbox"/>
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b>(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

<b>Safeguarding</b>	
<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>