

ROLE PROFILE

Job family	Operations	Role profile number	OP04-2375	Grade D
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Job purpose: Carry out a range of operational tasks and activities, using a variety of tools and equipment.

Grade D posts require the provision of readily available information to customers but still within clearly defined guidelines and procedures. Grade D posts require a higher level of 'Knowledge & Skills' in the ability to undertake a range of tasks involving the application of readily understood procedures, gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	GCSE grade A - C or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices. Ability to follow instructions and deadlines. An understanding of the working environment. Ability to communicate clearly. Basic literacy and numeracy. Able to maintain accurate records as required. Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these.
Creativity and Innovation	Work in an environment under direct supervision of manager. Following initial guidance, at times work on own initiative to manage own activities and contribute to longer term activities / plans. Operate a range of standard equipment. Carry out basic inspection / maintenance of site / equipment.
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. Contact with colleagues, customers and members of the public. May be first point of contact where customers / visitors are being difficult.
Decisions – Discretion & Consequences	Work is carried out as directed within clearly defined guidelines and procedures Carry out a variety of allocated practical tasks on a day to day basis which is under instruction and / or supervision Record information for others to use. Aware 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 where tasks are interchanged but the programme of tasks is not usually interrupted.
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 or public / customers.
Our Identity	Our Identity 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 seven elements of Our Identity 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 the whistleblowing policy .
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

Post Title	Grounds and Estate Maintenance Operative	
Job Family	Operations	
Role profile number and grade	OP04-2375	Grade D
Number of posts	4	
Service/Team	Property Services Team	
Reports to	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-house 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

As a member of the Grounds and Estates Maintenance Team, Grounds and Estate Maintenance Operatives 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.

As a member of the team, Operatives will also be assigned to maintain areas to an agreed specification and quality standards in housing estates, carparks, garage sites and other Housing-owned land to enhance the aesthetics and general cleanliness of specific areas through various activities.

Specific duties and responsibilities include:

- Grass cutting, edge trimming and removal of arising waste.
- Hedge cutting and tree and shrub pruning.
- Gardening, weeding, tree leaf clearances and other seasonal works to include litter collection, general tidying, winter gritting and snow clearances.
- Collection and disposal of fly-tipped waste from Housing land and communal areas.
- Assistance 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.
- Weed growth removal with the use of hand tools from Housing-owned footpaths and other hard-standings.
- To implement the principles of Health and Safety and Quality Assurance and Customer Care whilst at work and report back any identified unsafe procedures or systems.
- To ensure appropriate paperwork is completed, daily, weekly, monthly, or as required.
- To contribute to and comply with risk assessments for projects and tasks and to attend meetings when required.
- Through on-job experience, give verbal feedback to help contribute to the Council's maintenance and management documents.
- 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.
- Any other duties commensurate with the standing and principle of the post.
- 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 practices.

Specific requirements for this post:

- This role involves manual gardening and waste clearance activities for the majority 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 removing large items for disposal in an area where residents or members of the public may be in the locality.

Person Specification

Specific qualifications, knowledge, and skills required for this role

Essential

- 2 GCSE passes in English and Mathematics at Grade C / 4 or above (or equivalent).
- An awareness of Health and Safety legislation
- Experience / knowledge of basic maintenance skills and safe use of basic tools required for reactive maintenance.
- Strong customer service awareness with a positive “can do” attitude to the numerous challenges that may be presented on a day-to-day basis.
- Clear verbal communications skills.
- Ability to work on own initiative with minimal supervision.
- Flexibility required at all times with the ability to be both proactive and reactive to handle the diversity of the role.
- Experience of gardening and landscaping work including the use of machinery and assessing every day risks associated with the work.
- Knowledge of general household maintenance with experience of carrying out routine maintenance.
- Experience of working within H&S requirements including COSHH and Risk Assessments.
- Ability to work alone and within a team.
- Must maintain a calm, professional and courteous attitude at all times.
- Attention to detail.
- Must be able to follow agreed procedures to meet business needs.
- Keen to learn and develop new skills.
- Willingness to help others as part of a team.

Desirable

- Knowledge of Wiltshire Council Housing locations
- Garden or grounds maintenance qualification – Horticulture, Spraying certificate.
- 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

Driving classification

Occasional driver

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.

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Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

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

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.

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.

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 Enhanced 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 Standard DBS check	<input type="checkbox"/>
The role requires a Basic 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"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
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 level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
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 level 3* (*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).	<input type="checkbox"/>

This role is not subject to a NPPV check	<input checked="" type="checkbox"/>
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Safeguarding	
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>