

ROLE PROFILE

Job family	Operations	Role profile number	OP07-2831	Grade G
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Job purpose: Carry out a range of operational tasks and activities, using a variety of tools and equipment.

Grade G posts are higher in 'Contacts & Relationships' with the requirement to provide advice and guidance on less well established situations but still within a general framework. Grade G posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

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	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. Proven experience in the competent and safe operation, maintenance and security of specialised equipment, plant and/ or vehicles relevant to the role. Good planning and organisational skills, with ability to use initiative, prioritise workloads and achieve deadlines. Good communication and interpersonal skills. In depth knowledge of relevant processes, systems, procedures, standards and regulations, including health and safety requirements.
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. Complete inspections / basic maintenance procedures to ensure safe and legal use of site / equipment. Organise and deliver assigned activities to achieve timescales and agreed results. Operate a range of equipment and / or vehicles. Process financial transactions, keep payments / money secure, reconcile and issue receipts as required.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders. 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 the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Communicate with customers / contacts / contractors to give advice, take feedback and rectify or report problems for resolution. Assess the work situation, identify the relevant precautionary, safety and security measures and act accordingly. Carry out work within required legal, technical and safety standards. Maintain records / information as required.
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	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-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of relevant documents as proof of right to work 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

Role description:	Driver – Highway Operations	
Role profile family:	Community Engagement	
Role profile number and grade:	OP07-2831	Grade G
Number of posts:	1	
Service/Team:	Resilience	
Reports to:	Resilience Manager – Highways Operations	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to service users, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The Highway Operations Team cover a broad remit in regard to the management of the council's asset strategy for highways, grounds and street cleansing.

This includes:

- Routine highway maintenance.
- Supervision of works within the highway including those being carried out under agreement by third parties for adoption.
- Fulfilling all duties placed on the council as the Highway Authority.
- Response to Emergency situations on the highway and support to other agencies as part of the LRF including 24hour response.
- Routine grounds maintenance.
- Street cleansing.

- Winter maintenance.
- Death management.

The team is a front facing service involving a great deal of interaction with the public. The Local Highway Service is a high-profile service meeting both statutory obligations and high public expectation. Failure in the service carries considerable risk to the council from both the perspective of reputational issues and legal challenge. The value of the contract delivering the operational element of the service is circa £30million.

Job Purpose

The post holder will be required to:

Drive vehicles up to 3.5 tonnes and where specified 7.5 tonnes in weight, including tractors, and any associated equipment.

Undertake the driving duties for the Local Highway and Streetscene Service providing the highway maintenance, grass cutting, weed control, sign cleaning, street cleaning, and general maintenance services.

The postholder is also responsible for the supervision of any Local Highway and Streetscene Operative(s) assigned to the crew.

When required to undertake work that supports the council's Local Highway Service and Streetscene Service.

Specific duties and responsibilities include:

- To drive and be responsible for any vehicle up to 3.5 tonnes in weight and if specified 7.5 tonnes: including tractors and the associated equipment, tippers, off road vehicles, lorries, cage vehicles, vans, green machines, and mowers. Including towing of appropriate trailers and sundry kit.
- To provide the highway maintenance, grass cutting, hedge maintenance, grip cutting, weed control, sign cleaning, street cleaning, pumping and general maintenance services for the Local Highway and Streetscene Service.
- Responsible for identifying/ works and delivering advisory enforcement letters/ cards for hedge maintenance and other associated minor issues.
- Responsible for approving the sites and maintenance for highway services.
- Carry out and log day to day driver/operator maintenance of vehicles, plant, and tools, reporting any defects to Fleet Services via phone/App or form.
- Responsible for identifying minor works such as sign cleaning, white lining, signage issues and associated works.
- To record/ report and update records on electronic or hard copy information systems on any issues, incidents or found, through the MyWilts and HIAMs systems.
- To undertake traffic management onsite, including the operation of stop and go signs.

- When requested to undertake highway and amenity inspections.
- To advise and assist members of the public with general enquiries concerning Local Highways and Streetscene issues by letter, email or in person.
- To be responsible for ensuring the maintenance of any allocated vehicle to the specification stipulated by the manufacturer, but also to include daily cleaning and weekly greasing and washing.
- The post holder will be responsible for the supervision (Chargehand Duties) of any operative(s) who form part of the crew attached to the allocated vehicle. This means being the person responsible for overseeing safety, standards of work and the decision maker when issues arise. Undertaking dynamic assessments during work activities and amending the priority of works when required. Also, the reporting back of works completed and any performance issues to management.
- To be responsible for undertaking risk management for the day to day operation of the vehicle.
- When required to undertake work that supports the delivery of the council's emergency response services. To include, but not be limited to, drainage and flood defence, snow and ice clearance.
- When required to undertake the operational yard duties in one of the council's depots supporting the delivery of all the council's services.
- Contribute to the delivery of projects as part of a project team.
- Support improvements in own area through recommending improvements in procedures / process.
- Create documents and other materials to support / promote the service area.
- To undertake the Premise Officer duties (as attached)

Health and safety

- To be responsible for your own health and safety and that of anybody else who may be affected by your acts or omissions.

Other duties

The postholder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post.

In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation. (Staff **temporarily** undertaking additional duties may be considered for an honorarium payment subject to eligibility).

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

Skills and Qualifications

- 5 GCSEs A to C to include English and Mathematics.
- Must have a full driving licence to allow driving up to 3.5 tonne and 7.5 tonne where specified together with a minimum of 1 years' experience working in the agricultural industry, streetscene and local highway sector driving a variety of vehicles.
- Must have the appropriate licence to operate the appropriate equipment (forklift, digger, dumper etc)
- PA1 & PA6 Qualification (legal weed control certificate)
- Chapter 8 signage (legal roads signage requirement on the highway)
- Street works qualification for minor highway repair works
- NVQ2 Winter Maintenance
- To be able to undertake route planning
- High level of relevant and practical experience acquired on the job.
An advanced understanding of relevant procedures and working practices.
Advanced knowledge of specialist function relevant to service area.
- Excellent ICT skills including use of Microsoft applications and specialist systems.
- Good communication and interpersonal skills.
- Good customer service skills with experience of resolving customer enquires in the relation to the service area.
- Experience of working with the public in a customer facing / contract role.

Knowledge and Experience:

- Knowledge of safe working practices and related Health and Safety considerations.
- Knowledge of local highways and streetscene issues.
- Must have pesticide and herbicide knowledge.
- Ability to communicate effectively with a wide range of people.
- Must be able to undertake out of hours working to support operational delivery.

Desirable

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 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.

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Required Driver

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.

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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 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 checked="" 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 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"/>