

## Job Description

**Post Title:** Neighbourhood Response Operative AA393

**Evaluation:** 450 Points **Grade:** N5

**Responsible to:** Neighbourhood Response Manager

**Responsible for:** N/A

**Job Purpose:** To work flexibly within Localised Services, undertaking a range of duties such as litter collection, waste removal, repair and maintenance of street furniture, graffiti removal and horticultural tasks associated with building and supporting safe and clean neighbourhoods. To respond to requests for advice and assistance from members of the local community, other departments and Ward Councillors. Report, as appropriate, requests for service, and advise relevant external agencies of problems arising from anti-social behaviour.

### Main Duties:

The following is typical of the level of duties which the job holder could be expected to perform. It is not exhaustive and other duties will be required from time to time.

1. Where appropriate, to undertake routine vehicle and equipment checks, including daily maintenance. Complete all necessary documentation relating to completed tasks, driver's hours, vehicle accident and defect forms, disposal tickets etc.
2. To collect, transport and dispose of waste to an approved disposal site as required.
3. To be aware of and respond to community safety issues by advising the appropriate agency of any anti social behaviour and criminal damage, including abandoned vehicles, dog fouling, graffiti, fly tipping or damage to property or facilities.
4. To report relevant requests for service to the appropriate unit within Environmental Services – via Envirocall or agreed reporting arrangements
5. To work as part of a ward Neighbourhood Response Team to achieve that ward's local priorities for clean, green and safe neighbourhoods.
6. To drive associated vehicles, plant and to use equipment, chemicals and tools for the purpose of maintaining a cleaner and attractive environment. Principally covering street cleansing, grounds maintenance and waste management.

7. To report, or where possible, repair and maintain broken or damaged Street Furniture.
8. Where appropriate repair displaced street name plates and other similar items.
9. To undertake manual street sweeping of the highway and litter picking of the highway and green spaces throughout the city.
10. To undertake maintenance of the highway in line with the city's winter maintenance snow and ice plan.
11. To undertake a regular inspection of open land for hazards to the public.
12. To undertake general environmental housekeeping activities as directed, e.g basic repairs to fencing, removal of graffiti, pruning of overhanging shrubs, righting of toppled wheel bins, clearance of litter and weeds etc.
13. To respond swiftly to appropriate requests for service received from Ward Councillors, Ward coordinators, local housing offices or local residents.
14. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
15. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.