

Job Description

Job Title:	Senior Place Management Technician
Salary Grade:	Grade 4 (£21,074 - £23,111)
SCP:	22 – 25
Job Family:	Operational Services
Job Profile:	OP 4A
Directorate:	Economy and Place

Purpose:

To work as a team or individually to contribute to improving environmental standards in Sunderland in the provision of street cleansing, grounds maintenance, household waste, recycling and trade waste collections and operations, fly-tipping investigation and waste removal. To undertake a range of specialist duties, using specialist equipment and techniques in accordance with the appropriate regulations and standards.

Main Duties and Responsibilities:

- General maintenance of public parks, cemeteries, playing fields, highways, footpaths, developed and landscaped areas and similar open spaces.
- Carry out detailed health and safety and quality audits, tree survey inspections to identify/rectify potential problems, which could cause injury to members of the public, or damage to property. Inspect and report on condition of cemetery memorials, environment and structural features.
- Carry out customer surveys to assist in the continuous improvement of the location and increase customer satisfaction.
- To report and record customer requests/enquiries, where appropriate, using information technology, health and safety issues, anti-social behaviour and to report/record

evidence of problems affecting the quality of the local environment such as for example litter, abandoned vehicles, graffiti, safe removal of sharps and drug related paraphernalia, dog fouling, fly-posting, fly-tipping and in relation to incorrectly presented waste, missed bins and bins not presented.

- Perform a sequence of tasks/operations within agreed procedures or operating methods and to be able to respond independently to unexpected problems and situations.
- Be responsible for physical resources, including plant vehicles, machinery, equipment, materials, buildings and their contents, and the supervision of other employees as required.
- Responsibility for direction and performance of the team as directed by the Team Leader.
- To assist the Council in fulfilling its duties for examples, snow clearing, gritting and chemical control under direction as required. To plan and progress tasks, following agreed procedures, and to respond independently to unexpected problems and situations as they arise.
- Gather evidence in an appropriate manner to facilitate further action in relation to environmental crime and/or anti-social behaviour. Determine appropriate action in relation to how wastes/incidents should be handled following the gathering of evidence and undertake/instigate action.
- Operate and manoeuvre machinery and vehicles, including correct loading procedures, safely in accordance with manufacturer's guidance.
- Undertaking the servicing of road gullies/cesspits including the use of appropriate ancillary equipment i.e. high pressure hoses, hoists.
- Interpretation of plans, route maps, route-planning, site preparation and construction including undertaking specific horticultural maintenance procedures for example specialist pruning and topiary.
- Ground maintenance, setting out and original marking of sports areas, and upkeep of artificial/synthetic pitches.
- Undertaking such duties as propagation and nursery care of plants, carpet bedding, management of fine turf facilities, floral decoration and exotic plant care as well as undertaking soft and hard landscaping.
- Carrying out arboricultural inspections and carrying out the necessary work as required.

- Liaising with utility providers, relevant internal departments, partner organisations and other relevant service providers to ensure that the work is carried out within legislative guidelines and with minimum disruption to members of the public.
- To work with minimum supervision and be responsible for the direction of work of trainees and/or other team members assigned to them.
- Completion of all necessary reports within agreed deadlines and in accordance with reporting procedures.
- Undertake burial duties/grave-digging duties as required.
- To drive/operate where required a range of specialised cleansing vehicles in the undertaking of waste and recycling collection services, mechanical sweeping, gully servicing and winter services.
- To work outdoors in all weather conditions. The job is physically demanding.
- To work flexibly, covering and supporting the service in line with the needs of the Council.
- You may be required to work on weekends and Bank/Public holidays, as well as between Christmas and New Year.
- To carry out such duties as may be required by the service as appropriate to the post.

General Information:

- Employees working with the public in Sunderland are the visible face of the Council. Employees must maintain clean and tidy vehicles and wear appropriate protective clothing which must be kept clean and tidy. Members of the public must be addressed with courtesy and respect at all times. Any problems in dealing with members of the public should be reported.
- The above duties and responsibilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
- Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.
- Comply with the principles and requirements of the Freedom of Information Act 2000.

- Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.
- Carry out duties with full regard to the Council's Equality policies, Code of Conduct and all other Council policies.
- Comply with the Council's Health and Safety policy, rules and regulations and with Health and Safety legislation.
- Comply with the principles and requirements in relation to the management of Council records and information ; respect the privacy and personal information held by the Council.

Senior Place Management Technician Person Specification

Essential Requirements	Method of Assessment
Communicating (verbal) - Able to share information, obtain information and have dialogue with others either in person or over the telephone.	Interview
Ability to develop knowledge, experience of or undertake: <ul style="list-style-type: none"> All aspects of environmental maintenance delivered by the service Using information technology to report and record. Providing support and guidance to others when required. 	Interview
Customer Service Excellence – Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations	Application form/Interview/On-line assessment
A relevant driving licence, to drive a range of vehicles up to 26 tonnes GVW.	Application form/Interview
Team working – be able to work effectively within a busy team environment, be helpful and co-operative with others	Application form/Interview/Online Assessment
Compliance with health and safety rules, regulations and legislation	Application form/Interview/Online Assessment
The ability to work outside of normal working hours to meet the needs of the service.	Application form/Interview
Commitment to Equal opportunities	Interview
Flexibility – an ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends	Application form/Interview/Online Assessment
Vigour – Works at a fast pace, copes well with higher levels of workload.	Application form/Interview/Online Assessment
Listening - Listens to others to assess requirements in order to respond appropriately and efficiently.	Application form/Interview/Online Assessment
Variety Seeking - Able to take a balanced approach to both varied or repetitious work.	Application form/Interview/Online Assessment

Conscientious - Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.	Application form/Interview/ Online Assessment
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