

Job Description

Job Title:	Place Management Technician
Salary Grade:	Grade 3 (£18,870 - £20,541)
SCP:	18 – 21
Job Family:	Operational Services
Job Profile:	OP 3A
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. These operational tasks may involve the use and operation of vehicles, power tools or specialist equipment.

Main Duties and Responsibilities:

- General maintenance of public parks, cemeteries, playing fields, highways, footpaths, developed and landscaped areas and similar open spaces.
- To undertake grass cutting and horticultural maintenance, clearing leaves and litter, emptying litter and dog waste bins, erection and dismantling of sports and other equipment, cleaning of public areas and buildings, pavilions, changing rooms and toilets, clearing debris from road traffic accidents and assisting other colleagues in their work.
- To collect household waste, recycling and trade waste from a variety of locations in accordance with service requirements, including assisted collections, clinical and medical waste collection and liaising with customers regarding the Special Waste Collection service.

- 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.
- Patrol and inspect allocated routes and assess/report any defects. This will include safety inspections of footpaths, facilities and street furniture and, if appropriate, carry out the necessary minor repairs or, if external contractors are required, to report in accordance with agreed reporting procedures.
- Undertake routine ancillary equipment and vehicle maintenance and activities including wheel changing and carrying out authorised repairs to machinery, equipment and tyres. Identify any defects and undertake repairs if possible and to report where appropriate.
- To assist the Council in fulfilling its duties for examples, snow clearing, gritting and chemical control under direction as required.
- Provide on-site training and mentoring to other team members and apprentices where required.
- Undertake key holder responsibilities as and when required.
- 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.

Date: July 2018

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. 	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
Relevant driving licence up to 7.5 tonne vehicle.	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
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