

Northumberland County Council

JOB DESCRIPTION

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|---|--|--|---------------------------------|---------------------|
| Post Title: | NEAT Team Operative | Group/Department/Service: | Local Services | Office Use |
| Band: | 2 | Workplace: | Highways/Neighbourhood Services | JE ref: 1153 |
| Responsible to: | NEAT Team Leader | Date: | November 2010 | HRMS ref: |
| Job Purpose: Contribute to the provision of an efficient and effective street cleansing, public convenience and grounds maintenance service. | | | | |
| Resources | Staff | None | | |
| | Finance | None | | |
| | Physical | Shared responsibility for the careful use of vehicles and allocated tools and equipment. | | |
| | Clients | Duties have an indirect impact upon the health and safety of the community. | | |
| Key Duties and responsibilities: | | | | |
| Individually or as part of a team and under the general direction of a specialist operative or Team Leader: | | | | |
| <ol style="list-style-type: none"> 1. Provide an efficient and effective street cleansing, public convenience and grounds-maintenance service to pre-determined standards and in accordance with predetermined schedules. 2. Liaise with service users and members of the public in a courteous and respectful manner. 3. Ensure the team completes work within the time, quality and specified service standards. 4. Ensure that work is performed in a safe and responsible manner in compliance with the relevant risk assessment. 5. Ensure that machinery, equipment and tools that are used are operated in accordance with manufacturers guidelines and any faults are reported 6. Work collaboratively with team colleagues to ensure that work plans are achieved and quality standards are maintained. 7. Respond to and deal with simple problems referring more complex issues to immediate supervisor. 8. Staff will be expected to work across the frontline services within their allocated area team. | | | | |
| The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | |
| Work Arrangements | | | | |
| Physical requirements: | Standing, sitting or walking long distances on a daily basis including extensive lifting, pulling and pushing. Need to remain alert for traffic and other potential hazards. | | | |
| Transport requirements: | Occasional need to attend training and development courses, meetings or other work sites within area. | | | |
| Working patterns: | Normal working week, Monday to Friday, with occasional evening, weekend and emergency call out work. | | | |
| Working conditions: | Working outdoors in all weathers and traffic conditions. | | | |

**Northumberland County Council
PERSON SPECIFICATION**

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| Post Title: NEAT Team Operative | Group/Department/Service: Place, Neighbourhood Services | Ref: 1153 |
| Essential | Desirable | Asses s by |
| Qualifications and Knowledge | | |
| Relevant knowledge of the range of tasks together with the operation of associated tools and equipment. An appreciation and interest in the need for the service. | An awareness of Health & Safety legislation and its application in the workplace NVQ Level 2 in Horticulture or Environmental Operation. | |
| Experience | | |
| An understanding of the role of a Grounds maintenance, Public Convenience maintenance or Street Cleansing Operative. | | |
| Skills and competencies | | |
| Able to understand and follow straightforward spoken and written instructions. Able to keep basic work records. Strength, dexterity and co-ordination to deal with plant and operate equipment. | | |
| Physical, mental, emotional and environmental demands | | |
| Able to cope with the regular high level of physical demand. Able to maintain general awareness for safe working conditions with some periods of concentration. Regular contact with service users and the public which results in limited emotional demands. Ability to work outdoors in all weather conditions. | | |
| Motivation | | |
| Reliable and keeps good time. Committed to the ethics of public service, quality and customer service. Appropriately follows instructions to achieve set tasks or objectives. Adapts to change by adopting a flexible and co-operative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles. | A willingness to undertake job related training. | |
| Other | | |
| None | | |