

Job Description



Environment & Regeneration Department Community Services Division

Post Title	Community Services Operative – Level 2		
Post Number	BG11908	Grade	5
Base	Central Depot	Hours of Work	37 Hours
Car User Allowance	None	Disclosure	None
Contact	Ian Bradley	Updated	January 2025

Principal Job Purpose

Responsible to: Assistant Team Leader – Street Scene

Responsible for: The delivery of a flexible service across all front line activity to meet the needs of the Public Service's work plan.

To work as part of a team in carrying out their working activities.

To carry out the principal accountabilities in relation to your designated job role, Playground Maintenance and to offer flexible support in delivering the Division's work plan across the County Borough including street cleaning, recycling and waste collection, highways maintenance work, cemetery, and grounds maintenance. The principle duties of each role are detailed below, and you may be required to undertake any other duties commensurate with your grade as required by the work plan. (This list is non-exhaustive).

Street Cleaning Services

To work as part of a team and undertake supervisory duties of the operatives (if necessary) in undertaking all aspects of street cleaning activity:

To carry out vehicle checks, routine maintenance (e.g. oil and water checks), cleaning and the

Highways/Drainage Services

To drive council vehicles and operate machinery and plant as required.

To take responsibility and support in the following activities to include:

Kerbing/paving tarmac works (potholes, patching and full construction of pavements).

<p>operation of any power mechanisms which may be fitted.</p> <p>To cleanse streets pavements and back lanes in line with existing schedules to meet set targets and ensure effectiveness of services.</p> <p>To be responsible for ensuring the best operational relationships between the service and members of the public.</p> <p>To attend emergency situations as and when required.</p> <p>To ensure that daily maintenance checks are carried out on the vehicle and that all procedures within the Blaenau Gwent Driver's Handbook are complied with.</p>	<p>Drainage works (manholes and drain runs).</p> <p>Excavation and reinstatement as required.</p> <p>Acting as Driver/Operative on the Gully Machine.</p> <p>To receive works instructions and be responsible for updating and prioritising them correctly , identify materials to be used and tasks undertaken in a safe system of work.</p> <p>Maintenance or replacement of fences and street furniture.</p> <p>Undertake culvert inspection as in accordance with agreed schedule.</p> <p>To undertake the maintenance of highway verges to include hedge trimming, tree cutting, weeding and spraying.</p> <p>To ensure that daily maintenance checks are carried out on the vehicle and that all procedures within the Blaenau Gwent Driver's Handbook are complied with.</p>
<p>Grounds Maintenance/ Bereavement Services</p> <p>To schedule and undertake the upkeep and maintenance of sports and amenity facilities e.g. grass cutting, weeding, hedge cutting, drainage works, pitch marking, to maintain courts, greens, pitches, flowerbeds as appropriate, to be required standard.</p> <p>Ensuring that play and recreation areas and equipment are maintained and kept to a high standard in line with health and safety requirements.</p> <ul style="list-style-type: none"> - To carry out specific quarterly mechanical Inspections of Borough play equipment, issue and record defect repair notes. - To assist with ordering of play equipment and spare parts and keep records of spare parts and materials. <p>To receive orders for interments, correctly identify plots, preparing graves to correct depths and supervising burials, updating cemetery records and maintaining a day-to-day record of events and incidents. Also to inform cemeteries supervisor of any problems or incidents.</p> <p>To attend burials in all of the Authority's cemeteries as the authority's representative, and to assist (and liaise with) Funeral Directors, mourners and general public so as to ensure smooth passage of events. Also to liaise with Public Services Officer on records and burials.</p>	<p>Recycling & Waste Services</p> <p>To drive and operate the collection vehicle safely around the required routes gathering household waste and/or recycling in a safe and effective manner.</p> <p>To take responsibility for the supervision of the crew including ensuring compliance with Health & Safety, for example wearing correct PPE.</p> <p>To assist the loaders in the collection of waste when required.</p> <p>To support the operatives in ensuring that the collected 'wastes' are of the correct standard and quality and that there is no contamination in line with the Council's strategy for waste collection.</p> <p>To ensure that daily maintenance checks are carried out on the vehicle and that all procedures within the Blaenau Gwent Driver's Handbook are complied with.</p> <p>To support in monitoring and communication with the public in relation to the Council's Waste Strategy as required.</p> <p>To ensure the assisted collection paperwork is returned correctly and any issues notified to the Supervisor.</p>

To be responsible for the preparation and safe excavation of graves including supports, dressing of graves, backfilling and aftercare of grave plots, with particular reference to the safety of open excavations. Dealing with enquiries and complaints from the public.

To assist in the general security of the cemetery including buildings, carrying out minor repairs, and maintaining a safe, clean, hygienic environment in the facilities. To carry out regular cemetery inspection and respond accordingly.

To be responsible for the maintenance of cemeteries by grass cutting, hedge trimming, flower, shrub and tree planting, weeding and spraying, sweeping etc as may be dictated by the facilities of the particular cemetery.

To maintain drainage, culverts and water courses as appropriate and report major problems to the cemeteries supervisor.

To ensure that daily maintenance checks are carried out on the vehicle and that all procedures within the Blaenau Gwent Driver's Handbook are complied with.

- 2 To undertake targeted work projects on Grounds Maintenance on a Saturday working rota during the Summer Months (1st April – 30th September) in order to improve and sustain environmental standards in the local community.
- 3 To carry out unsocial hours / bank holiday working as required by approved rotas and working practices.
- 4 To be available as a designated HGV Driver for standby and call outs, Winter maintenance, Summer Standby, Bank Holiday Working and to also be available for out of hours emergencies, flooding etc.
- 5 To maintain a level of responsibility and duty of care towards own health and safety and that of colleagues to comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work and to be aware of any risks and dangers and appropriate reporting procedures. All necessary PPE must be worn at all times during the working day.
- 6 To ensure own conduct is in accordance with the Councils Code of Conduct for employees and ensure that all relevant Council procedures and regulations are followed at all times
- 7 To ensure that the team operates with mutual respect and adheres to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

- 8 To safely and correctly set, use and care for the full range of tools and equipment supplied by the Council, including the use of appropriate plant. Ensure that daily safety inspections of tools and plant, prior to their use, is carried out and report immediately (in writing or as appropriate) all defects losses damage and accidents to the Supervisor.
- 9 To work with team members, Council Officers, and the public as required, promoting a positive image that enhances the reputation of the service and to assist in community events and projects as required.

It should be noted that appointment for undertaking driving duties is subject to successful completion of passing a Blaenau Gwent Transport Section Driving Test for Designated HGV Drivers.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Designated Playground :					
3 GCSE qualifications or hold a relevant NVQ Level 1 qualification or relevant work experience	Essential	✓			
Demonstrable experience & competent in Playground Inspections	Essential	✓	✓		
Demonstrable experience & competence in Playground Maintenance Qualification	Essential	✓	✓		
Hold Recognised Welding Qualifications or willingness to undertake	Essential	✓			
Experience of using mechanical maintenance equipment i.e. hand held drill, disc cutter, angle grinder etc	Essential	✓			
Tractor Driving Experience	Desirable	✓			
Undertaken training and have experience in using Industrial Jet Washing equipment.	Essential	✓			
HGV Category "C" Licence	Desirable	✓			
All Staff					
Experience of using grass cutting & associated equipment i.e. strimmer, pedestrian mower, blower	Desirable	✓	✓		
Experience of supervision of a small workforce	Desirable				
Experience of planning, locating and allocating graves, gravedigging and cemetery maintenance	Desirable	✓			
Experience of highways works and hold or willingness to work towards Chapter 8/Unit 002 Streetworks as identified on the training plan	Essential	✓	✓		
City and Guilds Streetworks Units 1-9 as identified on the training plan	Desirable	✓			
Experience of working in the waste/recycling industry	Desirable	✓	✓		
Knowledge/Skills					
Winter Maintenance H&S and Driver Training (City & Guilds)) or willing to undertake the relevant training required	Essential	✓			

Literacy and numeracy skills are required for completion of time sheets, schedules and various forms that may be applicable from time to time.	Essential	✓			
To have a high regard for health and safety for the post holder and crew members.	Essential		✓		
Knowledge of the Borough	Desirable		✓		
Experience of supervising staff	Desirable		✓		
To understand the need of confidentiality when dealing with staff matters	Essential		✓		

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
To carry out Saturday/Bank Holiday/Highways Summer Standby and Winter Maintenance working as required in accordance with an agreed rota	Essential	✓	✓		
To be available as a designated HGV Driver for standby and call outs as part of the winter maintenance rota and other emergencies.	Essential	✓			
Willingness to undertake a pre employment HAVS screening assessment	Essential	✓		✓ Pre-Employment	
Ability to deal tactfully and diplomatically with mourners and members of the public	Essential		✓		
Have an understanding of the Council's work plans and challenges in meeting standards and public expectations	Essential		✓		
Hold a full driving licence for non HGV designated drivers	Desirable	✓			

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	X			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓	✓		✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others		✓		

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓	✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓