Job Description

Job Title	Operative
Directorate	Neighbourhoods and Housing
Service Area	Neighbourhood Operations
Grade	Scale 4 SCP 9
Competency Level	1
Salary	£28,153
Job Type	Office Based
Location	City Wide
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	Not applicable

Job Purpose

To provide effective operative functions to maintain and continuously improve the image of the Council across Liverpool.

Working as an individual or as part of a team, to assist in maintaining high service standards by delivering the outcomes expected of the Council.

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To undertake a full range of functions incorporating manual and mechanical methods of operation.

Directly Responsible To:

Supervisor

Main Areas of Responsibility:

- To use technical devices such as handheld equipment to record and document activities and assist in the improvement of the service
- To take responsibility for any equipment assigned including checks, reporting damage using the agreed processes, security of items
- To complete and submit all relevant Council documentation including worksheets and to comply with all relevant risk assessments
- To carry out multiple tasks each day ensuring that all tasks are completed in line with targets, including any requirement to return to sites
- To assist with planned or reactive tasks and events, including joint working with other areas of the service using equipment on and off site
- To assist other colleagues as required to ensure all daily work operations across the service are completed
- To deal effectively with any enquiries received whilst working on the network.
- To be an ambassador for and promote the Council working internally with other service areas and externally with organisations, the community and key stakeholders
- To adhere to and comply with relevant Council agreed policies, including delivering services in accordance with Health & Safety procedures and risk assessments, taking responsibility for own and others health, safety and wellbeing, identifying and reporting potential hazards or incidents to an appropriate manager or supervisor in an efficient and timely manner.
- To be flexible in working hours and patterns to meet the needs of the service.

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- To participate in all aspects of personal training and development, ensuring any required licenses, qualifications, medical assessments status, professional memberships etc are current and where necessary renewed in goodtime.
- To carry out any other duties commensurate with the grade, salary, training, skill set and level of responsibility, that may be assigned from time to time in the interest of the service

Supervision and Management Responsibility:

- There are no supervision or management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the Council, residents and communities

Physical Demands of the Job:

- Required to operate manual and mechanical plant and equipment
- Required to litter pick, service waste receptacles and remove faeces, dead animals and sharps throughout the city and from grassed areas and verges, including joint working with other areas of the service

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- Required to assist in the removal of fly posting and graffiti and undertake street washing operations, including street furniture, chewing gum removal, oil stains/spillages, through both non mechanical and mechanical means.
- To remove any weed growth throughout the city boundary as instructed
- All tasks can include repetitive actions and walking for long periods of time
- To work in an outdoor environment all year round

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the Council a great place to work, living the Council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our Council plans linking them together with our values.

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The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Experience

Essential

- Knowledge of health and safety requirements (A, I)

Desirable

- Previous experience in environmental, streetcare and recycling services
- Manual handling

Skills/Abilities

Essential

- Ability to work as part of a team (A, I)
- Good verbal and written communication skills (A, I)
- Ability to take responsibility of own workload and maintain high standards of work (A, I)

Desirable

- Ability to work on a range of tasks and manage conflicting priorities

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- Awareness and understanding of customer focus
- Ability to work with a positive and proactive approach

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- Knowledge of the Liverpool area