



JOB DESCRIPTION

POST:	Operations Officer
DEPARTMENT:	Public Realm
REPORTING TO:	Operations Manager
RESPONSIBLE FOR:	Street Cleansing, Grounds Maintenance and Countryside Maintenance workforce
Grade:	6 (NJE)

MAIN JOB PURPOSE:

To manage the operational activities of Public Realm with specific reference to the function of street cleansing, grounds maintenance and countryside maintenance to ensure that the Districts of Mid Suffolk and Babergh are maintained to a high standard, are clean and welcoming and meet the needs and expectations of the local community, stakeholders and visitors.

DUTIES AND RESPONSIBILITIES:

- a) Plan, lead, organise and control the operations of the grounds, countryside and street cleansing workforce by developing and implementing work programmes, setting work priorities, oversee management issues, carry out one to one conversations, objective setting and performance management meetings and solve day to day people management queries as necessary.
- b) Plan the street cleansing maintenance route schedules and monitor cleansing work standards to ensure quality targets are achieved.
- c) Ensure that the service area effectively utilises the resources available, to achieve desired outcomes, service and performance standards.
- d) Provide training and development to the operational workforce to ensure the delivery of consistent quality, performance and health and safety standards.
- e) Maintain a health and safety management system for the service area, undertaking and regularly carry out and update as appropriate, health and safety risk assessments.
- f) Identify, recommend and action provision of new, replacement, equipment, plant, vehicles and machinery and ensure building facilities are updated on a regular basis.
- g) Arrange and oversee the maintenance of buildings, facilities, equipment, plant, vehicles and machinery.

- h) Guide, support and monitor the work of the A14/A12 litter control team on behalf of Babergh and Mid Suffolk District and Ipswich Borough Councils.
- i) Ensure compliance with appropriate Traffic Safety and Health and Safety regulations for working on A class roads. Liaise with other stakeholders including Highways England and Suffolk County Council to safe delivery of service.
- j) Provide advice and technical information to internal and external customers on issues related to the operations service area. For example Parish Councils and other teams within the organisation.
- k) The post holder will work closely with other Public Realm Officers across Babergh and Mid Suffolk Councils to provide a seamless service and share resources to optimise the skills and experience of the team to deliver project outcomes.
- l) Any other duties of a similar nature which may be required

Additional information

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
a) The post holder should be qualified to NVQ4 in Amenity Horticulture or equivalent recognised qualification, or substantial knowledge (both practical and theoretical) gained through experience, in the service area specialisms. b) Should have IOSH Managing Safely Qualification or equivalent and c) Certification in handling chainsaw use to advanced level, tree inspection; Pesticide application, and play area inspection.	A A A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
d) Must have significant experience of managing an operational work force. e) Thorough knowledge and significant experience of amenity horticultural, arboricultural and street cleansing operations, principles and applications. f) Sound knowledge and experience of health and safety regulations and risk assessment applicable to service area. g) The post holder must be IT literate and be fully conversant with computer desktop applications e.g. Microsoft Office and be able to work with specific grounds maintenance software databases. h) Sound knowledge of specialist equipment, machinery applicable to Service area. i) Experienced in driving tractors and horticultural equipment	I I I I I I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
j) Good communication skills both written and verbal. k) Ability to engender good team spirit and work ethic within team to produce quality services.	I I

l) Good level of interpersonal skills to ensure that high team morale is developed and maintained.	
m) Ability to research, analyse evaluate complex and/or varied information & responding according to service area needs. E.g. assess possible impact of new legislation, prepare budgetary/information forecasts, make recommendations, implement new working practices etc.	
n) Ability to establish and maintain new systems and procedures within specialism	
o) Ability to assist in identifying and introducing ideas for resolving issues and problems within own service area and specialism	
p) Ability to plan work schedules for the medium term (1-3 years).	
q) Clean current driving license to class C1 +E	
r) License to drive with trailers	
BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	
Valuing our customers	
Being open and honest	
Taking ownership	
Being ambitious	
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.