

AREA STANDARDS OPERATIVE			
Reference No.	I003.01	Type	Individual
Service	Parks, Streets and Open Spaces		
Job Family	Technical 4	Grade	FC4

Purpose
<p>Responsible for assisting the area delivery of the Parks, Streets &amp; Open Spaces function and related operations, ensuring the development and delivery of sustainable service provision at local Area/Ward level.</p> <p>Working outdoors daily in all weather conditions you will be responsible for ensuring that a defined geographical area is maintained to an acceptable performance standard.</p> <p>Responsible for identifying locations that are below the required standard, assessing the cleanliness standard of these areas and determining the appropriate remedial actions and timescales required to bring them back to standard.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Carrying-out street cleaning inspections, gathering and analysing relative data, determining any required remedial actions, compiling associated reports and forwarding this data to a designated officer by means of hand-held IT equipment and/or manual records.	Moderate experience in a similar function, e.g. inspecting street cleaning standards and compliance (Deliver results - See 'How We Work Matters' Framework)	✓	
	Educated to SCQF level 2 which includes National 2 or Access 2 or equivalent	✓	
Driving allocated vehicles as required.	Current valid driving licence	✓	
Gathering robust data for use in reporting on Key Performance Indicators and Service Management and Council reports.	Research skills	✓	
Reporting non-compliance of legislative and Service standards to the Area Co-ordinator and advising possible daily workload re-scheduling	Experience of quality control systems and practice	✓	

## Role Profile

arrangements to ensure that these locations are serviced accordingly in the future.			
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Identifying areas of sub-standard practice and providing advice, guidance and 'hands-on' coaching to team members in methods of service delivery to ensure these locations are brought back to standard.	Coaching skills	✓	
	Team working skills (Work together)	✓	
Carrying out public waste bin audits and inspections as required and gathering relevant data through the use of GIS/GPS hand-held equipment and/or manual records.	Ability to use relevant IT equipment (Embrace technology and information)	✓	
Assisting the Area Co-ordinator in the prompt correction of service non-compliance i.e. ensuring the removal of littering, dog fouling, weed growth.	Knowledge of litter prevention and control	✓	
Identifying local environment civil engineering/Housing defects, i.e. potholes, broken/damaged road signs, littered gardens, lighting columns, etc. and reporting these to the appropriate Service by means of hand-held IT equipment.	Knowledge of Fife Council Cleaner, Safer Streets policy		✓
Planning and organising your workload while adhering to corporate and Service processes, guidelines and procedures.	Ability to prioritise own workload and work unsupervised (Take ownership)	✓	
Monitoring the completion and standard of remedial work requests ensuring timescales and deadlines are met in accordance with relative legislation, i.e. body fluids, syringes, etc.	Knowledge of Code of Practice of Litter and Refuse (Scotland) 2006 (COPLAR)		✓
Liaising with the Area Co-ordinator on a day to day basis ensuring accurate completion and timely transfer of daily routine and ad-hoc work records.	Good reading and writing skills	✓	
Advising and recommending the rescheduling of team workloads to the	Experience of scheduling work		✓

## Role Profile

Area Co-ordinator, to ensure the efficient management of local resources.			
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Effective analysis of daily work plans to ensure that required standards are achievable.	Knowledge of Service documentation e.g. CM1 Form/Daily Work Sheet		✓
Assisting Area Co-ordinators in the motivation of Area teams through the encouragement and instruction of good working practices as set out in legislative best practice guides and Service standards.	CMI SCQF Level 6 Certificate in First Line Management (S6C1) or equivalent		✓
Undertaking daily vehicle checks and maintenance.	Ability to carry out vehicle checks	✓	
Reporting illegal dumping and manually removing small items.	Ability to report and remove illegal dumping	✓	
Reporting of any damage/vandalism to bus shelters to the appropriate Service or private company.	Knowledge of Fife Council Cleaner, Safer Streets policy		✓
Immediate reporting of incidents of offensive graffiti, to the appropriate Service by means of hand-held IT equipment.	Knowledge of Fife Council graffiti removal procedures		✓
Manually removing items of litter and refuse which can pose an immediate danger to members of the public, i.e., bottles, broken glass etc and litter, animal carcasses, animal faeces and other debris as required and disposing of waste in accordance with the Council's Waste Disposal Plan.	Ability to manually remove debris to a suitable standard	✓	
Keeping up-to-date with changes to relevant legislation and best practice.	Knowledge of Local Environmental Audit and Management Systems (LEAMS)	✓	
Advising the Area Co-ordinator best practice in relation to street and open space cleaning.	Knowledge of continuous improvement	✓	

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Assisting the Area Co-ordinator in communication of Service specific tasks to internal and external partners. e.g. Environmental Enforcement Officers regarding hot-spot areas for dog fouling, illegal dumping, abandoned vehicles, and Community Wardens regarding graffiti, and other aspects anti-social behaviour.	Good communication skills	✓	
Complying with all relevant Service Health and Safety rules and procedures.	Awareness and compliance with Health & Safety, COSHH, Risk Assessments (Take ownership)  Knowledge of road works signing	✓	✓
Operating tools and equipment such as chewing gum removal equipment and other pedestrian controlled powered equipment.	Experience of mechanical and manual street cleaning operations  Use of power tools and machinery training various  Ability to use small plant and tools	✓	✓  ✓
Assisting the Area Co-ordinator in the resolution of Service customer requests and complaints.	Customer Service Skills (Focus on customers)	✓	
Contribute to recommendations on vehicle, equipment and plant purchases to meet Service needs.			
Using chemicals and applying herbicides.	PA 1 and PA6 AW spraying certificates		✓
Assisting the Area Co-ordinator in organised Elected Members, Community Council 'walk-about' and advising on areas of responsibility and Service operation.	Knowledge of current Council Community Plan		✓
Undertaking other general labouring duties, including manual snow clearing.	Ability to provide a regular and effective service	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional specific tasks or responsibilities – these are specific to the role but within the parameters of the grade				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>