

BOROUGH OF POOLE JOB DESCRIPTION

SERVICE UNIT: Environmental and Consumer Protection Services
JOB TITLE: Street Scene Area Officer (Highways Lead)
REF No: EE5460
GRADE: G
JE REF No:
RESPONSIBLE TO: Street Scene Operations Supervisor
RESPONSIBLE FOR:

MAIN PURPOSE

- Make a positive contribution to achieving street scene purpose – “Help ensure that Poole is safe, clean, protected, attractive and easy to use.”
- To assist in the delivery of effective and efficient daily Street Scene services on behalf of the Borough of Poole including waste & recycling collection, cleansing, green space maintenance, highway & winter maintenance and other associated services.
- Work alongside communities, contractors, partners and of the Borough of Poole to achieve purpose.

MAIN RESPONSIBILITIES

1. To take ownership of a geographical area and work as part of a team delivering street scene purpose.
2. To assist in the day to day work allocation and monitoring of operational frontline Street scene activities within a given geographical area.
3. To act as key link between communities and Street Scene Services understanding local needs, managing expectations against service delivery, growing community engagement action and self help wherever possible and appropriate.
4. To assist Street Scene Supervisors in supporting Street Scene staff ensuring they have the necessary skills to deliver purpose and support the Borough's Learning Organisation and Employee Behaviours Culture. (e.g. supporting employee ADR's seeking to remove barriers to on the ground delivery of services, engaging with the local community to encourage self help and ownership).
5. Deal with customer enquiries relating to Street Scene services in a geographical area. Alert Street Scene Supervisors to common or reoccurring issues/barriers to improvement so potential solutions can be investigated and/or action taken accordingly.
6. Carry out inspections and maintain service/asset records to comply with the Boroughs legal obligations and to ensure public spaces are maintained in good order and are fit for purpose. Report defects/issues promptly, prioritise and arrange any works that may be required accordingly.

7. To undertake enforcement and cost recovery activities including but not limited to powers contained under the:
 - Environmental Protection Act 1990
 - Clean Neighbourhoods & Environment Act 2005
 - Highways Act 1980seeking specialist support from the Street Scene Enforcement Officer when necessary.
8. To provide evidence to defend claims against the Authority and to represent the Authority in court if necessary
9. Undertake minor maintenance tasks where deploying other resources may not be time/cost effective/economical.
10. Comply with policy and legislation regarding notification of work activities. (Street works) and the protection of Borough assets (vehicles/equipment/PPE)
11. Notify supervisors/customer services/communications at the earliest opportunity of significant or potentially disruptive works/incidents to prevent or reduce enquiries and/or complaints.
12. Procure goods, equipment and services in line with standing orders.
13. To undertake such out of hours work as necessary in accordance with Service Unit and Council policy.
14. To undertake such other duties as may be required from time to time commensurate with the level of the post.
15. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

SPECIFIC RESPONSIBILITIES:

Each post will take a lead responsibility for one of the following areas within a geographical location in time each post holder will be expected to support the covering of functions during the absence of their colleagues.

- A. The post holders will take specific responsibility for highway and surface related works. Deputise for the Street Scene Operations Supervisor(s) and Street Scene Resources Co-ordinator(s) where appropriate.
- B. The post holders will take specific responsibility for greenspace and recreational space related works (e.g. beach cleaning). Deputise for Street Scene Operations Supervisor(s) and Street Scene Resource Co-ordinator(s) where appropriate.
- C. The post holders will take specific responsibility for waste and recycling collection & cleansing. Deputise for Street Scene Operations Supervisor(s) where appropriate and Street Scene Resource Co-ordinator(s).
- D. The post holder will take responsibility for delivery of the green waste collection service and evening cleansing (and will therefore, not hold specific responsibility for

a geographical area). Deputise for Street Scene Operations Supervisor(s) where appropriate and Street Scene Resource Co-ordinator(s).

Prepared by: Simon Legg

Updated: (Feb 2015)

PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • A Street Scene related activity (highway inspection/maintenance, greenspace management and or refuse and cleansing services) • Working with team members and contractors to maintain public space • Using Microsoft Office (word, excel and outlook) and electronic mapping 	<p>E E E</p>	<p>Application Form Interview References</p>
<p>QUALIFICATIONS / TRAINING</p> <ul style="list-style-type: none"> • NVQ 4 or similar qualification, or experience in a street scene discipline (e.g. Highway Inspection, Landscaping, Waste Management) • City & Guilds highway Inspection Technical (highway lead) • Health and Safety (e.g. IOSH Managing Safely) • First Aid 	<p>E D E D</p>	<p>Application Form Certificates</p>
<p>APTITUDES /ABILITIES</p> <ul style="list-style-type: none"> • Effective verbal and written communication skills • Effective interaction with the public, statutory undertakers and emergency responders • Ability to manage changing demands and service pressures • Takes responsibility and seeks resolutions to issues • Motivate and support team members performance 	<p>E D E E E</p>	<p>Application Form Interview References (Practical Test – only if applicable)</p>
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Street scene plant, equipment and maintenance practices • Safe working practices including working on the highway • Knowledge of highway related legislation • In a street scene discipline such as highway inspection/engineering, waste disposal, grounds maintenance 	<p>D D D E</p>	<p>Application Form Interview</p>
<p>ATTITUDE / MOTIVATION</p> <ul style="list-style-type: none"> • Adaptable to changing circumstances • Team working and willing to learn with others • Demonstrates a can do approach to service delivery 	<p>E E E</p>	<p>Application Form Interview References</p>

OTHER FACTORS		Application Form
<ul style="list-style-type: none">• Full valid UK driving licence	E	Interview
<ul style="list-style-type: none">• Valid LGV Driver Licence & Driver Certificate of Professional Competence (Waste, Recycling and Green Waste leads)	E	Driving Licence
<ul style="list-style-type: none">• Flexible approach to working hours to include occasional evening and weekend working	E	
<ul style="list-style-type: none">• Willing to work outside in all weathers	E	