



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

JOB TITLE:	Arboretum Operative		
GRADE:	G5 (SCP 9 to 17)	SERVICE AREA:	Clean & Green Services
JOB CODE:	EE59ARBOG5		
REPORTS TO:	Environmental Depot, Pelsall Road	LOCATION:	Walsall Arboretum
SPECIAL CONDITIONS:	<p>Working patterns in accordance with Clean & Green Services 'Local Agreement' – Arboretum Specific working pattern – Monday to Sunday, average 37 hours per week</p> <p>Bank Holidays – Contractual, payment will be paid at basic rate (time) + half + time off in lieu (as per Local Agreement)</p> <p>Unsocial Hours Payment – 5% allowance</p> <p>Emergency out of hours Standby – Contractual - operating on a stand by rota for out of hour's assistance and response. A session being from the end of one working day to the start of the next, Wednesday to Wednesday.</p> <p>Callout - Callout payment will be made at the appropriate additional hours or overtime rate, as defined by the Orange Book, terms and conditions of employment</p>		

1. Main purpose of the job role:

- To deliver a sustainable customer focused, high quality, cost effective Arboretum park for all stakeholders including residents, commercial businesses, internal partners, friends groups, volunteers, schools, elected members etc.
- To assist in the implementation of service changes to continual improve the park such as the implementation of new schemes, service changes and practices, legislative change, policy changes and improvement initiatives.
- Ensure services are provided to the highest possible standards within the resources available.
- Responsible for delivering front line operations to all communities, groups, public, users across the park ensuring the site is clean, safe, sustainable, aesthetically pleasing and making people feel pride in the areas they live.

2. Role specific duties and accountabilities:

- Day to day delivery of operational, front line services within Walsall's Arboretum (refer to Table 1)
- Required to undertake daily completion of works including parks maintenance, horticulture, ranger services, education, enforcement and events.

- To operate and maintain associated equipment as part of the day to day service functions including Lido plant room, vehicles, trailed equipment, ride on machinery.
- To utilise similar related hand tools/equipment including litter pickers, brushes, machinery, strimmers, mowers, hedge cutters etc.

Training and Development

- To operate in accordance with corporate performance management and staff development processes such as individual performance management / employee performance appraisals and the Management Competency Frameworks and associated initiatives
- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs

Customer Focus

- To ensure services are responsive, high quality and customer focused and are delivered at an economic rate that represents Best Value.
- To ensure effective liaison and foster good working relationships with all current and potential internal and external service providers/users i.e. contact centre/public/elected members, user groups, voluntary sector, anti-social behavioural unit, emergency services etc.
- Maintain customer satisfaction and ensuring enquiries and complaints are dealt with in a polite, timely and effective manner through communication channels such as Customer Relations Management Systems and correspondence management systems, telephone enquiries, letters, e-mails and face to face communication.
- To promote/manage in the development and implementation of new ways of working and modernised service delivery.
- To be part of a customer focused team, working towards better outcomes, complaints and enquiry handling at the first point of contact, know your customers and what they expect from the service, and have a wider responsibility for organisational and individual community and environmental outcomes
- Deal patiently with demanding customers and take personal responsibility for resolving customer concerns at the first point of contact in the absence of the Teamleader and/or at a basic level.
- Ability to provide service information and communications to residents in relation to service changes, contact details for enquiries, complaints handling.

Health & Safety

- Informing the policy-makers what resources are needed to meet their teams obligations for health and safety matters, including providing equipment, clothing and training;
- Supporting the policy-makers in promoting our health and safety management system;
- To ensure accidents, incidents and violent incidents (including near misses) are reported, recorded to assist in ensuring effective controls are implemented to minimise or eliminate risk.
- Protective clothing/uniform to be worn at all times to promote a positive image of the Service Area and comply with Health & Safety regulations.
- Take reasonable care for their health and safety and that of other people who may be affected by what they do (or neglect to do) while at work;
- Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety and welfare (for example, protective clothing, first-aid equipment and machinery guards);
- Always follow relevant procedures to avoid health and safety risks, and consult their line manager on any areas of concern. Including operating in accordance with reversing assistant procedures, manual handling, depot safety rules and procedures
- Maintain tools and equipment and vehicles in good condition and report any risk or problem to their line manager (employees must use equipment or materials for their proper purpose only);
- Behave appropriately at all times in the workplace;
- Help fully in the reporting and investigating of any accident, near miss, dangerous event or incident of violence;
- To work in accordance with industry related policies and procedures

Administrative Systems:

- To maintain appropriate records including but not limited to :timesheets, leave requests, tachographs job sheets/tickets, customer calling cards, accident reporting and recording, defect reporting and recording, vehicle/machinery maintenance sheets, self certificates, incident reports, electronic recording systems, work tickets, amongst others.
- To operate in accordance with data management systems such as Mayrise, Ezytreev, Bartec, Fleetwave, PSS or any other adopted systems deployed by the council in the delivery of the service.

Table 1:

Core team areas of responsibility:	
Customer focus / Events / Education & Enforcement : Duties include (not limited to): <ul style="list-style-type: none"> • Enforcement, site presence, park inspections • Facilitating Education programmes / classes • Opening and closing gates / site security • Tackling anti-social behaviour • Fixed penalty notices for environmental crime e.g. dog fouling • Visitor centre activities and events • Facilitating and co-ordinating site events e.g. fun days, fairs, shows, charity events • Maintaining and updating service standards, signage, notice boards and customer information • Payments for booking e.g. visitors centre, tennis, fishing etc. • Liaising with & overseeing contractors on site 	Grounds Maintenance Operations: Duties include (not limited to): <ul style="list-style-type: none"> • Grass cutting, maintenance • Hedge maintenance • seasonal bedding, wild flower areas • Site inspections and reporting • Vegetation control • Graffiti removal • Floral displays and planters • Sports facility maintenance including football, bowling, cricket etc • Play area inspections, reporting and maintenance including seasonal Lido plant room operations & maintenance • Arboriculture works -Tree inspections and planned cyclical and re-active maintenance • Planting schemes • Border maintenance – weeding, hoeing, digging, forking, mulching • Rose garden maintenance • Herbaceous border maintenance • Water courses, lake management and maintenance • Project work & site infrastructure development • Toilet facility cleaning

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Communicate with people – the ability to demonstrate good communication skills, explain people expectations, build team spirit, support and care for others, develop self insight including awareness of strengths and weaknesses.	A/I	3
Manage your resources and plan for high performance to gain the maximum benefit – the ability to demonstrate human resource management and application of policies and procedures, planning work commitments, deployment of tools, fleet and equipment.	A/I	3
Achieve outcomes for customers and communities – the ability to demonstrate customer satisfaction, work towards better outcomes, complaints handling, internal and external customers and demands, responsibility towards the wider community and environment.	I	3
Use your initiative, be innovative and drive through change – the ability to demonstrate taking responsibility for own working life, ability to cope with change, resilience, finding creative solutions, do things differently to achieve positive outcomes.	I	2

General - Prepared to work in accordance with Clean & Green Local Agreement and Public/Bank Holidays			I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.				
Industry knowledge - Be able to demonstrate experience in the service sector (public or private sector) with theoretical, practical and procedural knowledge of grounds maintenance, parks, countryside services			A/I	3
Health and Safety - Understanding of health and safety management systems, health and safety requirements relating to post and effective means for ensuring compliance including risk assessments.			A/I	3
Driving / machinery operations – experience in safe use and operation of fleet and machinery e.g. , mowing machinery, transit tippers, trailers, hand tools, small plant e.g. strimmers, hedge cutters			A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
Hold an appropriate Health and Safety Qualification			A/I	3
Full driving licence – Category B Minimum			A/I	3
Attain - Driver related industry knowledge including reversing assistance, working time directives and drivers hours rules, data recording and record keeping , Driver Certificate of Professional Competence (CPC), transfer station operations/disposal sites in accordance with 'Driver Handbook'			I	2
NVQ level 2 or equivalent practical experience in one or more environmental disciplines i.e. grounds maintenance (horticulture), parks, ranger services			A/I	2
Obtain & maintain - First aid at work certificate			I	1
Obtain ROSPA play area inspections certificate			I	1
Obtain & maintain appropriate Fixed Penalty Notice Enforcement Certification			I	1
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	
Awareness of, and commitment to, confidentiality and handling data			I	
Prepared by:	Dave Roberts	Date:	August 2019	