

**Role Profile**

|                         |                                              |
|-------------------------|----------------------------------------------|
| <b>Job Title:</b>       | <b>Charge Hand – Street Cleansing</b>        |
| <b>Location:</b>        | <b>Oakleigh Road Depot</b>                   |
| <b>Department:</b>      | <b>Street Scene</b>                          |
| <b>Directorate:</b>     | <b>Environment</b>                           |
| <b>Grade:</b>           | <b>Grade H</b>                               |
| <b>Type of Working:</b> | <b>On site working</b>                       |
| <b>Reports to:</b>      | <b>Assistant Manager /Operations Manager</b> |

**1. Job Purpose:**

To support the delivery of high-quality Environmental Services within London Borough of Barnet. Post holder will be responsible for supporting Street Cleansing team engaged in wide range of operations, such as Residential Cleansing, Town centre cleansing, Bulky waste collection service, sweeping and leafing activities and removal of fly tip and graffiti across the borough. Assist Supervisors in management and supervision of c140 front line staff.

To ensure that service provision is customer focused within the agreed financial and operational parameters, service level agreement, performance standards. To ensure work is undertaken in compliance with appropriate legislation, Council policies and procedures. To drive Council vehicles in delivery of Service, monitoring of staff performance, cover crew absence and deputising for Supervisors as may be necessary.

**2. Key accountabilities:*****Role Specific Responsibilities***

- Support the Supervisory team in efficient running of Street Scene operations by providing flexibility to cover wide range of activities.
- Supervise operational staff and undertake monitoring of staff working remotely and on site.
- Provide practical training and vehicle, plant and equipment familiarisation to front line staff undertaking the work
- Ensure Council policies and procedures are followed, report any to Supervisors and Operations Manager
- Attend meetings with Operational staff, residents, members and other key stakeholders as required
- Ensure service provision is within the set parameters, schedules as defined by the line manager
- To ensure all allocated tasks are completed in timely manner and issues are reported to the line manager
- Ensure Council policies and procedures are adhered to at all times in performance of the role
- Able to understand and explain the work request to wide range of front line staff
- Allocate daily work and undertake end of day debrief when staff return to base documenting necessary points for management actions

- Willing to undertake necessary training to support the role function and provide necessary training to staff being supervised
- Report and record vehicle defects, traffic accidents and overloading instances as directed under the vehicle operational procedures.
- Operate range of IT systems as required by the service
- Undertake site inspection, ward walk and other meetings to address issues arising from the service delivery
- Assist Supervisors in carrying out risk assessment and safe systems of work for the service area
- Ensure relevant paperwork is completed in timely manner
- Attend meetings with frontline staff to undertake return to work interviews
- Be flexible by providing operational cover as and when required to cover frontline service
- Required to undertake tasks and projects assigned by the line manager in performance of the role
- To ensure the security and appropriate use of any hand tools, equipment and machinery issued
- Complete necessary paperwork and report findings
- Provide daily work instruction and operational support front line crew working remotely. These includes but not limited to Town centre staff, Sweeper Operatives, LGV drivers and staff operating tools and machinery, up to Grade G.

## 2. Financial and Asset Responsibilities:

Support Operations Manager and Head of service in managing service budgets of c£5m by ensuring service plans are operating within the set parameters.  
Responsible for managing c£60k PPE supply.

## 3. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices, where applicable.
- Report any Accident/Incidents/Hazards and near misses.
- Take care of your own and other's safety, health and wellbeing

## 4. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

**Caring / Learning to Improve / Inclusive / Collaboration**

## 5. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

## 6. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

|                        |                                       |
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| <b>Department:</b>     | <b>Street Scene</b>                   |
| <b>Directorate:</b>    | <b>Customer &amp; Place</b>           |
| <b>Grade:</b>          | <b>Grade H</b>                        |
| <b>Type of Working</b> | <b>On site working</b>                |
| <b>Reports to:</b>     | <b>Street Scene supervisor</b>        |

| <b>Criteria</b>                                                                                                        | <b>Essential/Desirable</b> | <b>Assessed by:</b> |
|------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------|
| <b>Professional Membership/Qualification</b>                                                                           |                            |                     |
| Full and clean UK HGV driving licence Cat C                                                                            | Essential                  | Application         |
| Educated to a GCSE level or equivalent in English a Maths or equivalent work experience                                | Essential                  | Application         |
| IOSH                                                                                                                   | Desirable                  | Application         |
| Certified Manual Handling                                                                                              | Essential                  | Application         |
| <b>Experience &amp; Knowledge</b>                                                                                      |                            |                     |
| Comprehensive work experience in Street Scene Operations and Waste transfer station                                    | Essential                  | Interview           |
| Experience in using wide range of vehicle, machinery and equipment such as road sweepers, trailers, handheld tools etc | Essential                  | Interview           |
| Understanding of Health & Safety legislation                                                                           | Essential                  | Interview           |
| Geographical knowledge of the borough                                                                                  | Desirable                  | Interview           |
| Customer care experience                                                                                               | Desirable                  | Interview           |
| Using basic IT (word, excel etc)                                                                                       | Essential                  | Application         |
| <b>Skill &amp; Ability</b>                                                                                             |                            |                     |
| Work flexibly across various locations                                                                                 | Essential                  | Interview           |
| Ability to influence remote workers to make changes to work practice to achieve positive outcome                       | Essential                  | Interview           |
| Ability to prioritise work loads                                                                                       | Essential                  | Interview           |

**Caring for people, our places and the planet**

|                                                                                                                                                                                                                                       |           |                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------|
| Ability to communicate clearly, concisely both verbally and in writing                                                                                                                                                                | Essential | Application/Interview |
| <b>Values &amp; Behaviours</b>                                                                                                                                                                                                        |           |                       |
| <b>Caring</b>                                                                                                                                                                                                                         |           |                       |
| Integrity- I work with candidates and colleagues in a way that builds trust.                                                                                                                                                          | Essential | Application/Interview |
| Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok                                                                                                     | Desirable | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt                                                                                                          | Essential | Application/Interview |
| <b>Learning to Improve</b>                                                                                                                                                                                                            |           |                       |
| Agile- I am fully empowered to act within the scope of my role                                                                                                                                                                        | Desirable | Application/Interview |
| Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can                                                                         | Desirable | Application/Interview |
| <b>Inclusive</b>                                                                                                                                                                                                                      |           |                       |
| Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding                                                                       | Desirable | Application/Interview |
| Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.    | Essential | Application/Interview |
| <b>Collaborative</b>                                                                                                                                                                                                                  |           |                       |
| One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others | Desirable | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet                                                                                  | Essential | Application/Interview |
| Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards                                                                                  | Desirable | Application/Interview |