

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT:</b> Place	<b>SERVICE GROUP:</b> Neighbourhood & Customer Services
<b>POST TITLE:</b> Street Scene Cleansing Ambassador (City fo Culture)	<b>REPORTS TO:</b> Assistant Civil Enforcement and Operations Manager
<b>GRADE:</b> Band 4	<b>SAP POSITION NUMBERS :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

<b>Key Purpose of Post:</b>
To maintain a high level of cleanliness and customer satisfaction within the City Centre acting in the role of ambassador for the Council and City Centre.
To build working relationships with partner agencies, BID staff, other Council departments and staff to promote a programme of co-ordinated working. This includes working with external bodies such as police, fire and other emergency services.
To identify and resolve problems and issues as part of daily duties, for example broken street furniture, spillages and graffiti and other visible services only referring on issues that can't be dealt with directly and offer suggestion on service improvement
To provide a street cleansing service and to assist in the provision of remedial grounds maintenance work such as grass cutting, hedge cutting, use of trimmers, blowers and weed-spraying as well as graffiti removal as and when required.to support Highways with winter maintenance work eg snow clearance and/or gritting.
To report any parking, traffic contraventions, anti-social behaviour to wardens or where applicable the Assistant Manager of the City Centre

**Main Responsibilities of Post:**

1. To be responsible for keeping all surfaces free of litter, silt, detritus, leaves, weeds, graffiti, chewing gum, spillages, excrement, needles, blood and dead animals including (but not exclusive to) highways, precincts, paths, grass verges, flower beds, landscaped areas and street furniture.
2. To possess excellent attention to detail and to take ownership of and pride in the visible environment in the City Centre.
3. To empty, clean and record data from City Centre ballot bins.
4. To clean all litter bins of dirt and graffiti and flyposting (including solar powered Litter bins) and if unable to resolve personally to report issues to the relevant department.
5. To report areas where additional litter bins could be best placed or replaced if damaged, identify areas where basic horticultural work can improve the visible environment, report incidences of abandoned vehicles to the Ancillary Services Supervisor.
6. Will utilise a variety of tools and equipment to tackle issues, for example, litter pickers, brushes, shovels, Kabotas, small electric sweepers, graffiti wipes, and anything else that your Manager feels will improve your ability to deliver services.
7. To undertake remedial grounds maintenance work such as grass cutting, hedge cutting, use of strimmers, blowers and weed-spraying as well as graffiti removal as and when required and work as a member of a team or on their own.
8. To demonstrate good customer care skills when dealing with the public and other customers, promoting the anti litter message on uniform and any equipment used and also in related conversations with the public.
9. To liaise with Council Wardens, the general public and other customers on environmental issues in the City Centre, resolving these issues, where possible, or passing them on to the relevant department and to act as the services eyes and ears to report any community tensions or suspicious behaviour.
10. To be responsible for issued personal protective equipment. Also responsible either individually or as a member of a team for tools, equipment, cones, first aid kits and the safe, clean and efficient operation of vehicles or plant as may be appropriate.
11. To cover alternative duties as dictated by the driver coordinator or assistant manager.

<b>Structure:</b> <div style="text-align: center;"> <pre> graph TD     A[Area Co-ordinator] --&gt; B[Civil Enforcement and Operations Manager]     B --&gt; C[Assistant Civil Enforcement and Operations Manager]     C --&gt; D[Street Scene Cleansing Ambassador (City Centre)]           </pre> </div>	
<b>Special Knowledge Requirement: Will be used for shortlisting</b>	
<b>Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.</b>	
	<b>Essential</b>
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet either the Lower threshold level – where the person is able to demonstrate that they can during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to. b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.	X
Understands the importance of keeping the City Centre clear of litter and rubbish graffiti and other environmental hazards egg asbestos, fly tipping, broken furniture and also the removal of special waste types such asbestos, vomit, blood, chemicals	X
Able to carry out manual tasks to an excellent good standard	X
Able to work with others at a joint task or on their own	X
Able to communicate effectively and politely with members of the public and others	X
Able to keep an accurate record of events.	X
Able to follow instructions in order to operate equipment safely or carry out a simple task	X
Understands and can describe health and safety risks appropriate to the job	X
<b>Relevant experience requirement: Will be used for shortlisting</b>	
No specific requirements	
<b>Relevant professional qualifications requirement: Will be used for shortlisting</b>	
Good literacy and numeracy skills	
<b>Core Employee competencies to be used at the interview stage</b>	
<b>Carries Out Performance Management</b>	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
<b>Communicates Effectively</b>	
Covers a range of spoken and written communication skills required as a regular feature	

of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
<b>Carries Out Effective Decision Making</b>		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work.		
<b>Undertakes Structured Problem Solving Activity</b>		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
<b>Operates with Dignity and Respect</b>		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
<b>Working Conditions:</b>		
Post holders will be expected to work unsocial hours and weekends as part of a 4 x 4 shift rota.		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Will require good mobility e.g. walk long distances, lift and carry. Able to use handheld tools and vibratory equipment.		
Able to undertake heavy lifting with physical effort whilst standing, walking, bending, lifting, carrying, pushing and pulling. Able to grip with both hands.		
Operatives will be expected to work anywhere within the Bradford Metropolitan District Council area.		
Is required to work in all weather conditions in an open environment. Provided with protective and safety clothing. Subjected to dirt, dog fouling, needles, chemicals. Asbestos & other dangerous substances whilst undertaking cleansing duties. Has to rely on public toilet facilities during the day. Prepared to and able to wear protective clothing/council uniform including steel toe capped boots.		
Occasionally will have to deal with abuse from members of the public.		
<b>Special Conditions:</b>		
Must be entitled to work in the UK.		
Must be able to demonstrate literacy and numeracy skills and demonstrate experience of ability and enthusiasm for the environment		
Maintain a high standard of personal hygiene and cleanliness and take a pride in their appearance. A uniform and PPE will be provided.		
<b>Compiled by:</b> DF	<b>Grade Assessment</b>	<b>Post Grade:</b>
<b>Date:</b>	<b>Date:</b>	