



Job Description

Neighbourhood Action Team – Operative

Position Title	Neighbourhood Action – Operative
Directorate	Green Spaces
Service Area	Environmental Services
Team	Neighbourhood Action Team
Grade	B – C Career Matrix
Reports to	Supervisor Manager Service Manager – Green Spaces

Brentwood Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors, and volunteers to share its commitment to prevent abuse, harm, or exploitation.

MAIN PURPOSE

As part of the Neighbourhood Action Team, take a pro-active role in the cleanliness of the borough's streets, public open spaces, and woodlands. In liaison with Council members and service supervisors.

To undertake a variety of Grounds Maintenance tasks within Brentwood's Parks, Green Spaces and Highways including grass cutting, hedge cutting, sports pitch maintenance, litter picking.

To provide cover for sickness and absence within Brentwood's Housing Maintenance and Cemeteries teams including grass cutting, hedge cutting, sports pitch maintenance, litter picking, cemeteries maintenance.

To work as a team of Neighbourhood Action Team Operatives within an area specified by the Service Manager. The post holder could be based at various sites throughout the Borough and will assist in the maintenance and cleansing of a wide range of the Council's public places and open spaces on a set time basis covering Monday to Friday, undertaking tasks of a similar nature to those duties as described elsewhere in this job profile.

To operate Grounds Maintenance tools and equipment.

To undertake site specific risk assessments and comply with the Council's Health and Safety Policy, ensuring all near misses and accidents are reported in a timely manner.

To undertake any other duty request by management in line with the post.

GENERIC DUTIES

To work with colleagues to achieve service plan objectives/targets.

To participate in Employee Development Scheme and contribute to the identification of your own and team development needs.

To actively promote the Council's Equalities, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974 etc. The Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.

To undertake any other duties commensurate with the post holders' skills and experience, demonstrating a flexible approach.

SERVICE SPECIFIC DUTIES

1. To provide a quality service to all Brentwood Borough Council Clients.
2. Operate powered hand tools, ride on mowers and grounds maintenance related machinery.
3. To take ownership and pride in the day-to-day maintenance and upkeep of all machinery to manufacturers recommendations.
4. To ensure all sites are managed to recognised British Standards, International Standards and contractual Key Performance Indicators
5. To undertake any grass cutting, strimming, soft landscaping, litter/bin collection, leaf clearance, planting and maintenance of trees/shrubs/bedding plants etc., dead heading and rose maintenance, weeding, mulching, ditch clearance, herbicide/pesticide/fungicide application, application of fertiliser, mechanical/manual hedge cutting, edging, hard surface maintenance, rotavating, contravating and any other requested task relating to grounds maintenance site management.
6. To undertake maintenance work on sports amenities such as football pitches, rugby pitches, cricket pitches etc. as specified.
7. Tree planting at specific sites to a specified design, subsequent management and maintenance.
8. Construction and maintenance of all surfaced routes, paths etc., in specified client sites.
9. Estate works in specified client sites, fencing, way-markers, benches etc. and light construction works.
10. Maintenance and repair of tools, equipment and light machinery.
11. Liaison with the Grounds Maintenance Supervisor and Parks and Cemeteries Manager over projects/works progress, new projects and any on-site problems.
12. Attend training and development courses as required to maintain continuous professional development standards and/or to meet Company priorities and objectives.
13. To perform any other duties as requested in relation to the post.

14. To undertake day to day maintenance of the grass verges, green spaces, highways and cemeteries (including pathways, boundaries and the like) to ensure they are kept to a good standard and comply with our duty of care
15. To assist the Ground Maintenance Supervisor and Parks and Cemeteries Manager with the administration of the Council's green spaces.
16. To always preserve an appropriate and dignified attitude. To maintain good relationships with residents and customers and visitors to the open spaces and cemeteries.
17. Able to prepare excavated graves for interment to include provision of artificial grass mats, lower ropes, stretchers etc. Backfilling of graves after interment and tidying of immediate area in need of cover for sickness/absence.
18. Work hours will be required to be varied to attend scheduled and unscheduled work demands such as weekend and late running funeral services for which overtime payment and/or lieu time working will be required.
19. Liaison with the public on site and over the telephone.
20. Attend training and development courses as required in order to maintain continuous professional development standards and/or to meet departmental or corporate priorities or objectives.
21. Responsible for maintaining health, safety and welfare of self, other employees and members of the public ensuring adherence to safe working practices and environmental procedures. Including attendance of team meetings to discuss operational issues and Health and Safety updates, and the wearing of Personal Protective Equipment) PPE as required.

PERSON SPECIFICATION

Position Title:	Neighbourhood Action – Operative	Date of Review:	April 2025
Service Area:	Green Spaces	Grade:	B – C career matrix

Method of Assessment:

AF	Application Form
T	Testing
I	Interview

	REQUIREMENTS	Essential	Desirable	Assessed
1.	KNOWLEDGE AND EXPERIENCE			
1.1	Experience working within a professional horticultural discipline.		X	AF
1.2	Using grounds maintenance related power tools and equipment	X		AF

1. 3	Using a ride on mower		X	AF
1. 4	General groundwork/estate management	X		AF
1. 5	Dealing with public enquiries/conflict	X		AF
1. 6	Experience in risk assessment and health and safety compliance		X	AF/T
2.	SKILLS & ABILITIES or BEHAVIOURS			
2. 1	Able to evidence excellent communication skills and ability to work in challenging situations	X		AF
2. 2	Able to prioritise work appropriately	X		AF
2. 3	Able to work to deadlines and work under pressure	X		AF
2. 4	Flexible, pro-active and adaptable	X		AF
2. 5	Effective team working. Sharing ownership, team goals and workload	X		AF
2. 6	Commitment to maximising potential and continuous improvement of self and of service	X		AF
2. 7	Able to contribute positive suggestions and willing to take forward	X		AF
2. 8	Able to establish and maintain effective relationships with people at all levels	X		AF

2. 9	Able to demonstrate a commitment to customer service	X		AF
3.	EDUCATION AND TRAINING			
3. 1	Full Driving Licence	X		AF
3. 2	Tractor Driving Test or willingness to work towards	X		AF
3. 3	NPTC or equivalent land based qualifications (Ride on mower, hedge cutter, strimmer, pole saw).		X	AF
3. 4	PA1/PA6		X	AF
3. 5	IOSH Working Safely/Health and Safety Principals		X	AF
3. 6	Level 2 amenity horticulture or equivalent experience		X	AF
3. 7	Cemetery Operative Training Scheme		X	AF
3. 10	NRSWA Signing Lighting and Guarding O1 or Willingness to work towards.	X		
3. 8	First Aid appointed person or willingness to work towards	X		AF