

Job Description

Position Details

Position:	Community Services Operative - Level 1
Directorate:	Neighbourhood & Environment
Service:	Waste & Recycling
Position no:	BG11827/BG12625/BG14198/BG11849/BG11825
Grade:	4
Hours of work:	37
Work style:	Service Based Worker – Central Depot
DBS required:	N/A
Contact:	Louise Davies
Date:	1 st October 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Waste Operations Supervisor

Responsible for: The delivery of a flexible service across all front line activity to meet the needs of the Public Service's work plan.

Principal Accountabilities

1. To carry out the principal accountabilities of your designated role and to provide flexible support in delivering the Division's work plan across the County Borough including street cleaning, recycling and waste collection, highways maintenance work, cemetery and grounds maintenance as required. The principle duties of each role are detailed and you may be required to undertake any other duties commensurate with your grade as required by the work plan. (This list is non-exhaustive)
2. To work as part of a team of operatives in collecting all household and commercial waste / recycling in compliance with safe systems of work and all manual handling procedures, ensuring machinery is operated in a responsible manner
3. To ensure that the collected wastes are of the correct standard and quality and that there is no contamination in line with the Council's strategy for waste collection.
4. To maintain good customer relations by avoiding damage to property/injury to persons, keeping noise to a minimum and always being courteous to members of the public.
5. To support monitoring and communication with the public in relation to the Council's Waste Strategy as required.
6. To work as part of a team of operatives undertaking recycling & waste operations to include:
 - a. Collecting all household and commercial waste/recycling in compliance with safe systems of work and all manual handling procedures, ensuring machinery is operated in a responsible manner.
 - b. To ensure that the collected wastes are of the correct standard and quality and that there is no contamination in line with the Council's strategy for waste collection.
 - c. To maintain good customer relations by avoiding damage to property/injury to persons, keeping noise to a minimum and always being courteous to members of the public.

- d. To support in monitoring and communication with the public in relation to the Council's Waste Strategy as required.
- 7. To work as part of a team of operative's undertaking highways repair work to include:
 - a. Kerbing/paving tarmac works (potholes, patching and full construction of pavements).
 - b. Drainage works (manholes and drain runs).
 - c. Excavation and reinstatement as required.
 - d. Assisting as the operative on the Gully Machine
 - e. To assist with the maintenance and replacement of fences and street furniture.
 - f. Assist with culvert inspections in accordance with agreed schedule.
 - g. To assist with the maintenance of highway verges by grass cutting, hedge trimming, weeding and spraying.
- 8. To work as part of a team of operatives in undertaking all aspects of street cleaning activity to include: -
 - a. Emptying waste, litter and dog fouling bins as programmed.
 - b. Operating as part of a mobile litter patrol to maintain high standards of cleanliness in the community.
- 9. To work as part of a team of operative's undertaking grounds maintenance & bereavement services duties to include:
 - a. Tractor driving duties e.g. cutting open spaces and verge maintenance etc.
 - b. To assist with the upkeep and maintenance of sports grounds and cemeteries e.g. grass-cutting, weeding, hedge cutting, drainage works, pitch marking, fertilising, to maintain courts, greens, pitches, flowerbeds as appropriate, to the required standard.
 - c. To assist with the cleaning of pavilions and other buildings (e.g. stores, sheds, toilets and outbuildings as and when necessary).
 - d. To assist with the preparation and safe excavation of graves.
 - e. To assist in the general security of the cemetery including buildings, carrying out minor repairs, and maintaining a safe, clean, hygienic environment in the facilities.
 - f. To assist with the maintenance of cemeteries by grass cutting, hedge trimming, flower, shrub and tree planting, weeding and spraying, sweeping etc as may be dictated by the facilities of the particular cemetery.
 - g. To undertake playground inspections in accordance with agreed schedules. This will include welding, inspections and general maintenance.
- 10. The ability to be able to undertake driving duties where necessary.
- 11. To undertake targeted work projects on Grounds Maintenance on a Saturday working rota during the Summer Months (1st April – 30th September) in order to improve and sustain environmental standards in the local community.
- 12. To carry out unsocial hours'/bank holiday working as required by approved rotas and working practices.
- 13. To be available for out of hours' emergencies such as flooding, winter maintenance, standby and other emergency conditions.
- 14. To safely and correctly set, use and care for the full range of tools and equipment supplied by the Council, including the use of appropriate plant. Ensure that daily safety inspections of tools and plant, prior to their use, is carried out and report immediately (in writing or as appropriate) all defects losses, damage and accidents to the Supervisor.
- 15. To work with team members, Council Officers, and the public as required, promoting a positive image that enhances the reputation of the service and to assist in community events and projects as required, e.g. Keep Wales Tidy week.
- 16. To report any issues while undertaking their day to day duties across the Borough e.g. potholes, overflowing litter bins, dog fouling etc.
- 17. To ensure own conduct is in accordance with the Councils Code of Conduct for employees and ensure that all relevant Council procedures and regulations are always followed.
- 18. To maintain a level of responsibility and duty of care towards own health and safety and that of colleagues to comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work and to be aware of any risks and dangers and appropriate reporting procedures. All necessary PPE must always be worn during the working day.
- 19. To ensure that the team operates with mutual respect and adheres to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
3 GCSE's or equivalent qualification or demonstrable relevant work experience and be willing to work towards achieving a NVQ Level 1/2 qualification as part of the training plan	E	(A)
Experience		
Manual Handling experience and willingness to attend relevant training as part of the induction/training plan.	E	(A) (I)
Working in a front line service	E	(A) (I)
Team Working	E	(A) (I) (PP)
Knowledge / Skills		
Willingness to achieve Chapter 8/Unit 002 Streetworks as part of a training plan.	E	(A)
Experience of using fine turf maintenance machinery & grass cutting equipment and willingness to attend relevant training as part of the training plan.	E	(A)
Willingness to attend relevant training identified as part of an induction/training plan in respect of the following: Violence and Aggression COSHH Regulations Counter Terrorism Awareness Training Reversing Assistant (Banksman Training) Quad Bike Training Jet Sprayer training City and Guilds Streetworks Units 1-9 Weed Spraying NPTC Winter Maintenance City and Guilds training course	E	(A) (I)
Finds new and creative ways of doing things better		(I) (PP)
Knowledge of Health & Safety	E	(A) (I)
Special Working Conditions/Requirements		
To carry out Saturday/Bank Holiday/Highways Summer Standby and Winter Maintenance working as required in accordance with an agreed rota.	E	(A) (I)
Willingness to undertake a pre-employment HAVS screening assessment, if applicable.	E	(A) (Pre Employment)
Have an understanding of the Council's work plans and challenges in meeting standards and public expectations	E	(A)
Hold a full driving licence	D	(A)
Personal Attributes		
Ability to deal tactfully and diplomatically with mourners and members of the public.	E	(A) (I)

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	N/A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	N/A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	N/A

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	(PP)
Involves line manager / colleagues in setting and meeting targets	(PP)
Reorganises work when necessary	(PP)
Sees tasks through to completion whenever possible	(PP)
Seeks help if workload becomes unmanageable	(I) (PP)
Uses initiative to report issues that arise that impact on others	(I) (PP)

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	(I) (PP)
Understands that changes are needed if things are to be improved	(PP)
Finds new and creative ways of doing things better	(I) (PP)
Actively seeks to develop own skills and knowledge	(I) (PP)
Learns from mistakes & welcomes constructive feedback	(PP)

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	(A) (I)
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	(A) (I)
Understands the links between own professionalism and the possible impact on the Authority's image	(A) (I)
Has a professional attitude that sets an example to colleagues	(PP)
Takes pride in own work and that of colleagues	(PP)
Is respectful, courteous and helpful at all times	(I) (PP)

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	(PP)
Recognises potential value of others' opinions and actively seeks their contributions	(PP)
Asks for help when necessary	(I) (PP)
Actively seeks to help others	(I) (PP)
Is aware of the impact of own behaviour on others	(PP)

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	(PP)
Makes sure that people are regularly informed	(PP)
Uses appropriate language, gestures and tone when talking with others	(PP)
Checks others have understood & seeks advice when necessary	(PP)
Actively seeks to improve all forms of communication with others	(PP)
Communicates professionally by using formal channels appropriate to the situation	(PP)

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