

Harborough District Council – Job Description

POST TITLE: Quick Response Team Operative

Career grade: 3/4

TEAM: Property Services

SERVICE AREA: Corporate Asset Management

RESPONSIBLE TO: Facilities Officer & Engineer (Team Leader)

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

DATE ISSUED: January 2026

JOB ACCOUNTABILITIES:

At Grade 3 the following accountabilities are to be carried out under the close supervision and development of the QRT Senior Operative and Facilities Officer & Engineer (Team Leader).

At Grade 4 the following accountabilities are to be carried out with regular supervision of outcomes and support for unusual, complex or politically sensitive tasks.

1. Provide cost-effective quotes for labour and materials for projects spanning various service areas within the Council.
2. To analyse, plan and organise projects, including liaising with suppliers for quotations and ordering, liaising with relevant service area and informing the public of projects being carried out.
3. To carry out maintenance works to watercourses involving grass cutting, hedge clearance works, minor tree works and felling of trees. This will also incorporate removing debris and obstructions from watercourses.
4. To carry out works on drain clearance on both private sewers as well as council properties using drains clearance equipment such as rods or jettors etc.

5. To carry out sewer investigation works which may include dye testing of sewers, use of drain locators, jetting units and possibly CCTV equipment.
6. To enter manholes and other confined spaces involving the lifting of covers, the use of escape and breathing apparatus, as well as gas monitors etc.
7. To carry out maintenance works on sewers which may involve excavations in highways etc. This work may involve relaying of drainage systems; construction of manholes and reinstatement works.
8. To arrange for mechanical equipment to be serviced as required and to keep the logbook updated accordingly with dates of the last service and the date of next service required.
9. Assisting Environment Health in rodent control baiting of public or private sewers.
10. To carry out maintenance works to car parks, bus station, public open spaces and recreational areas.
11. To undertake required training sessions as required which may on occasions be out of normal working hours and at external establishments.
12. To carry out general building maintenance works at council offices, outreach offices and other council owned assets
13. To clean up abandoned car sites; this will include cleaning up after burnt out vehicle incidents, vandalism incidents and any reinstatement work to public areas following incidents.
14. To serve/attach notices to abandoned vehicles and liaise with engineering staff on site conditions etc.
15. To be available on a rota basis to be included in an "out of hours" service scheme which may include works in conjunction with the above items as well as dealing with emergencies such as flooding and alarm activation at HDC owned assets.
16. To assist with managing cover at the Market Hall/Farmers Market, in the absence of the Market Attendant, to carry out collection of rent, unlock and lock the building and allocate stalls to the market traders. Lone working is a consideration when carrying out these duties.
17. To install and maintain street name plates, bus shelters and other street furniture around the Harborough district, as per statutory requirements.

18. Carrying out safety inspections and assessment of memorials in burial grounds and the fixing of monoliths and lawn type memorials as per the memorial testing programme. To record findings and establish repairs to be carried out or make safe as per the relevant procedure.
19. To support public events such as, late night shopping, Harborough in Bloom, which includes setting up and dismantling of equipment. For the events, also requires working knowledge of hydraulic platforms and working from heights.
20. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

Harborough District Council – Person Specification

Job title	Quick Response Team Operative		
Team	Property Services		
Grade	Career graded 3/4	Weekly hours	37 hours
Allowance	Casual car user (if applicable)	Contract type	Permanent

Criteria	Essential requirements: Minimum requirements for the successful completion of the job	# A/I/T/E	Desirable requirements: Elements that contribute to improved / immediate performance in the job	# A/I/T/E
Qualifications	At Grade 3 and 4: <ul style="list-style-type: none"> • Relevant Engineering (e.g. Building / Construction /Property) or able to demonstrate equivalent aptitude • NRSWA Operative Qualification • Health & Safety Training • Full UK driving licence 	A, E A, E A, E A, E	<ul style="list-style-type: none"> • First aid at work 	A, E
Experience	At Grade 3 and 4: <ul style="list-style-type: none"> • Experience and knowledge of working in an engineering environment • Experience using hand tools, power tools and basic machinery • Experience working to safety standards and compliance requirements • Experience of completing job sheets or digital work logs 	A, I A, I A, I A, I	<ul style="list-style-type: none"> • Experience working outdoors 	A, I
	At Grade 4 the postholder will have sufficient experience to demonstrate full competence and the ability to work without supervision in the following: <ul style="list-style-type: none"> • New Roads & Street Works Act including: <ul style="list-style-type: none"> - Cable detectors 	A, I		

	<ul style="list-style-type: none"> - Excavation and reinstatement of highways & pathways - Installing street furniture • City & Guilds Assured Certificates including: A, I <ul style="list-style-type: none"> - Pruning and felling - Pesticides - Landscaping • Health & Safety Training including: A, I <ul style="list-style-type: none"> - Working at height Hydraulic platforms • Competency in the use of construction machinery including: A, I <ul style="list-style-type: none"> - Mini digger and dumper 	
<p>Knowledge</p>	<p>At Grade 3 and 4:</p> <ul style="list-style-type: none"> • Sound knowledge of basic engineering principles A, I • Good understanding and ability to read and interpret job instructions, technical drawing and maintenance documents. A, I • Awareness and understanding of the Health & Safety at Work act and safe systems of work. A, I • Knowledge of safe use of tools, plant and equipment. A, I • Knowledge of New Roads & Street Works Act including: A, I <ul style="list-style-type: none"> - Cable detectors - Excavation and reinstatement of highways & pathways - Installing street furniture • City & Guilds Assured Certificates including: A, I <ul style="list-style-type: none"> - Pruning and felling - Pesticides - Landscaping • Health & Safety Training including: A, I <ul style="list-style-type: none"> - Working at height Hydraulic platforms • Competency in the use of construction machinery including: A, I <ul style="list-style-type: none"> - Mini digger and dumper 	<ul style="list-style-type: none"> • Previous experience of public sector policies and procedures A, I

Skills	At Grade 3 and 4: <ul style="list-style-type: none"> • Able to organise and carry out planned and reactive maintenance tasks to a high standard. A, I • Courteous and polite manner with an emphasis on Customer Service I • Ability to work effectively as part of a team and independently. A, I • Good written & verbal communication skills A, I • Ability to follow procedures, risk assessments and method statements. A, I • Good time management and ability to prioritise workloads A, I 	<ul style="list-style-type: none"> • Proven IT skills A
Other	At Grade 3 and 4: <ul style="list-style-type: none"> • Willingness to undertake additional training as required I • Ability to work occasional evenings and weekends I • Ability and willingness to undertake paid call out responsibilities on a rota basis I 	<ul style="list-style-type: none"> • Access to a suitable vehicle I
# Assessment Legend:		
A = Application	I = Interview	T = Test or Assessment
E = Evidence (e.g. certificate)		
N.B. Where more than one assessment stage is indicated against a criteria, that criteria must be demonstrated at both stages		