CHELTENHAM BOROUGH COUNCIL
Housing services

Job description and employee specification

Job title:	Estate Operative	**Location:**	Central Depot
Reports to:	Estate Maintenance Supervisor	**Working hours:**	37 per week
Job number:		**Salary grade:**	C (£25,583-£25,989)
Supervises:	No supervisory responsibility		
Purpose:	• Deliver a high-quality, customer-focussed service including the cleaning of communal areas of CBC managed sheltered schemes, blocks of flats and removal of fly tipping from managed communal land • Report and remove waste and belongings from communal areas that pose a fire risk • Test monthly communal emergency lighting in blocks of flats • Work with other CBC teams and contractors to maintain safe and clean communal areas for the public, maintaining and improving all areas of service		
Key duties and responsibilities:	**Cleaning Duties** • Have a good working knowledge, capability and understanding to carry out effective cleaning duties to an agreed specified standard to communal areas in and around flats and houses managed by CBC • Carry out effective carpet cleans on a scheduled periodic basis to any area with carpeting, using appropriate cleaning machinery • Carry out effective cleans to food waste bins at sheltered schemes and any other specified locations scheduled, using specialist cleaning equipment • Carry out effective window cleaning on a scheduled periodic basis to specified blocks and areas, using appropriate cleaning machinery • Carry out such other cleaning duties as may be required, that are within the level and responsibility appropriate to the grade of post **Fly tipping/General Duties** • Carry out effective collection of fly tipped waste, loading vehicles safely and appropriately and ensuring safe disposal in accordance with Legislation • Report and remove waste and belongings from communal areas that pose a fire risk • Carry out effective leaf collection, handling and disposing of the leaves appropriately • Identify asbestos waste, ensure prompt reporting to the Estate Services Team Leader for collection		

• Dispose of waste in accordance with CBC procedures and Legislation e.g. paint, plasterboard, mattresses, fridges etc.

• Dispose of sharps in accordance with CBC procedures and training

Emergency Lighting Duties

• Test monthly, as scheduled, the communal Emergency Lighting within all block of flats managed by CBC, this will include recording the test result whilst on site and reporting any defects using the PDA

Operational Responsibilities

• Day to day responsibility for vehicles / plant / materials under the direction of the Estate Services Team Leader and Logistics Officer.

• Report any defects for vehicles, plant and materials to the Estate Services Team Leader

• Notify Customer Contact centre via telephone, email or IT system to raise job tickets for fly tipping and other instances

• Accurately capture job details, record time taken, capture evidence for rechargeable work, record vehicle checks, defect reporting and take photographs using a PDA

• Collect physical and digital evidence to support the recharge process

Health and Safety Responsibilities

• Report any defect or Health and Safety concern helping to ensure the safety of everyone

• Identify breaches of tenancy agreement with regards to health and safety, fire safety and fly tipping in communal areas, accurately recording details on the PDA

• Ensure own personal health and safety by following safe systems of work and by meeting the requirements of CBC health and safety policies and relevant legislation.
• Comply with safe working systems and control of substances hazardous to health assessments

This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.

General accountabilities

- Work to add value to, and be a valued member of, the team and to be valued by customers.
- Maintain a safe working environment and ensuring, as reasonably practicable, that safe working practices are adopted by employees within the working environment.
- Work in compliance with the codes of conduct, regulations (including financial) and policies of the council.

	• Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information. • Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy.

Organisational Values:	Work to and help embed our organisational values: 
Essential requirements - qualifications, skills, abilities and experience:	**Qualifications** • Current full driving licence **Experience** • Experience with manual handling **Skills and abilities** • Ability to carry out cleaning tasks • Ability to carry out carpet cleaning, safely using equipment • Ability to carry out food waste bin cleaning, safely using equipment • Ability to carry out pole-based window cleaning, safely using equipment • Ability to collect waste and safely load vehicles • Ability to safely handle sharps • Ability to test communal emergency lighting • Ability to work unsupervised • Ability to use a PDA • Accuracy in completing job details, ordering materials and confirming work completed on the PDA • Ability to communicate with customers, colleagues and management in courteous, helpful and friendly manner • Ability to listen and understand information to translate into the workplace task • Working knowledge of Health and Safety Regulations • Ability to recognise concerns as part of Safeguarding children and adults • Contribute to 1-2-1 meetings, team meetings and appraisals • Willingness to work inside and outside • Ability to work with the manager, as a team and contribute effectively to the business • Competency driving van sized vehicles in a town environment
Desirable requirements - qualifications, skills, abilities and experience:	• Relevant NVQ Qualification • Previous cleaning experience • Awareness of the risks of sharps in a working environment • Willingness to work outside normal working hours in the event of an emergency • Willingness to undertake further training to support CBC

Special conditions:	• Expected to work reasonable additional hours in line with the needs of the service	
Date created:		
Date reviewed:	January 2026	
Created/reviewed by:	**Name: Jason Peters**	**Job title: Senior Supervisor**