

East Devon District Council

WE'RE HIRING:

StreetScene Area Officer (Grounds Maintenance & Cleansing)

Salary: £37,563 - £44,253pa

Type: Permanent, full time

Apply by: 20/12/2026

Job Ref: ED009302T

Apply now: **jobs.eastdevon.gov.uk**

1 TEAM EAST DEVON

WE CONNECT GROW THRIVE

StreetScene Area Officer (Grounds Maintenance and Cleansing)

£37,563 - £44,253 per year

Permanent
Full time
Exmouth Town & Seafront

Make a visible difference every day

We are proud to deliver some of the most visible and community-focused services in East Devon. We're looking to recruit an **Area Officer** to lead our StreetScene team in the **Exmouth Town & Seafront** area.

Area Officers are key leadership roles focused on keeping our public spaces clean, safe and welcoming for residents and visitors. You will oversee a wide range of frontline services, including grounds maintenance, street and beach cleansing, and responding to local environmental issues**.** Health and safety will be central to everything you and your teams do.

As an Area Officer, you will:

Lead, support and motivate multi-skilled operational teams delivering high-quality StreetScene services across the district. You will ensure teams have the training, equipment and guidance they need to work safely and effectively, while managing resources, budgets and operational priorities. The role also involves building strong relationships with local communities, partners and elected members, and helping teams adapt to change and continuous service improvement.

You will:

- Lead and co-ordinate a multi-skilled StreetScene workforce delivering grounds maintenance and cleansing services.
- Manage day-to-day operations, including grounds maintenance, street cleansing and beach cleaning.
- Ensure teams are appropriately resourced, trained and supported to deliver safe, efficient and high-quality services.
- Plan and prioritise workloads, manage budgets and meet operational targets and deadlines.
- Motivate, develop and support staff through organisational change and service improvements.
- Build and maintain positive working relationships with local communities, partner organisations and elected members.
- Promote high standards of health, safety, customer service and environmental stewardship across all operations.

This is a varied role combining **people leadership, operational oversight and community engagement**, where no two days are the same.

About you

You will be an **organised, confident and inspiring leader** with a strong commitment to service delivery and teamwork.

- A qualification to **NVQ Level 3** in Management or a grounds maintenance–related subject **or equivalent demonstrable experience**
- Proven experience of **leading operational teams**, managing workloads and meeting deadlines
- Experience of **monitoring budgets** in an operational environment
- Strong communication skills and the ability to work positively with a wide range of stakeholders
- Good IT skills to support planning, reporting and communication
- A clear understanding of **health and safety** in frontline service delivery

Experience in **grounds maintenance or cleansing** is desirable, but not essential.

You must also:

- Be flexible to occasionally work out of hours and take part in a **weekend duty rota** (1 in 6)
- Hold a **current valid driving licence**, as travel across the district in a Council vehicle is required (reasonable adjustments may be possible in line with the Equality Act)

About us

StreetScene is one of the Council's most high-profile services, operating seven days a week and making a real difference to how East Devon looks and feels. The work is challenging, rewarding and highly valued by both residents and elected members.

Our most recent **Local Government Association Peer Challenge** recognised that *"EDDC is a great place to work, with engaged staff and members"* — and we're proud of the positive, supportive culture we've built.

We put people at the heart of what we do. You'll benefit from:

- A strong focus on **wellbeing and support**
- A flexible and supportive **Worksmart** approach
- Ongoing **learning and development opportunities**
- A workplace where colleagues are empowered to be **Happy, Healthy and Here**

For more about working for East Devon District Council, visit https://eastdevon.gov.uk/careers/working-at-eddc/

For an informal discussion, please contact **Victoria Saunders, StreetScene Deputy Operations Manager** victoria.saunders@eastdevon.gov.uk or telephone **07858 688471**

Closing date: 20th December 2026 at midnight.

Interviews will be held during week commencing **4th January 2027.**

To apply online, please visit https://jobs.eastdevon.gov.uk/.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title and number:	StreetScene Area Officer (08098 09203 09204 09302 09303 09305)
Service:	StreetScene
Team:	StreetScene Operations
Grade & Salary:	4
Responsible to:	StreetScene Deputy Operations Manager
Responsible for:	All operational staff in a geographical area

Service purpose:

To carry out the instructions of the StreetScene Operations Manager and Deputy Operations Managers with minimal supervision, either as a member of a team, or individually, to deliver StreetScene Services against the following purposes for the people of East Devon using available resources, doing what is required, when it is required, to meet demand and achieve service standards:

1) Maintain and keep safe the environment for our customers
2) Give customers advice about their environment

Job purpose:

To supervise, control and develop StreetScene Services on a day-to-day basis; supporting and assisting the Area Manager in meeting our service purpose.

You will work towards meeting the service purpose for the people of East Devon using available resources doing what is required when it is required to meet demand and achieve service standards as set by Service Level Agreements

Core accountabilities:

1. Day to day operational management of the Street Scene Team's activities within your area including;

    - Grounds maintenance
    - Street cleansing
    - Coastal defenses
    - Building cleaning
    - Assisting engineers in any StreetScene area

- Abandoned vehicles
- Boats on Beaches scheme
- Street Furniture (inc. litter & dog bins)
- Fly tipping
- Playgrounds
- Parks and gardens
- Public toilets
- Beach cleansing
- Operational management of Beach's and beach amenities
- Street nameplates
- Special events such as carnivals and music festivals
- Emergency planning

2. Special responsibilities in one of the following areas across the East or West of the district as assigned:
   - Lead role in Grounds Maintenance for whole geographical side of District
   - Lead role in Cleansing for whole geographical side of District
   - Lead role for asset management for geographical side of District
   - Supervision of one of our district-wide sub teams (Tree team, Building Cleaners, or REACT team)

3. Manage the work of your team to minimise preventable demand and focus their work on value demand, improving the service from the customer's point of view.

4. Organise teams and resources in the most effective way to maintain consistent standards across the district. This will include working across all area teams to provide cover for sickness, holidays, special events and emergencies.

5. Monitor the leading and lagging measures relating to your team's performance (demand graphs, lagan reports, and so on). Use this information to reduce the variation in end-to-end times (time it takes to meet customer demand) and reduce waste in the process (process maps).

6. Action all enquiries and complaints relating to StreetScene from Customers and Stakeholders and represent the Authority as required, including investigating and taking necessary action on reported abandoned vehicles in accordance with our policy.

7. Keep the issues log current and make sure new issues from your team are recorded. Work with your team to reduce or remove the issues which stop you achieving our purpose or make it harder to do so.

8. Assist with the identification, purchase and maintenance of the most suitable plant, equipment, and materials to ensure the most cost-effective operation. Control and record its issue and ensure there is a clear record for stock control.

9. To monitor and enforce the Authority's Health and Safety regulations, Codes of Practice and other compliance requirements.

10. Maintain and build relationships with various stakeholders in relation to your duties to develop a collaborative approach to service delivery. Stakeholders include Council Members, the public, outside agencies, water sports organisers, local clubs, Council Officers, Town and Parish councils and beach stakeholders/concessionaires within your area to ensure the safe and proper

use of amenities for all.

11. Organise and implement enforcement activities within StreetScene using relevant legislation (Clean Neighborhoods & Environment Act 2005, Environmental Protection Act 1990).

12. Maintain and supervise works depots, ensuring that security is maintained. The post holder will be required to be a secondary alarm response key holder for premises under their direct control.

13. Assist in special projects and input into the formulation of policy and strategies and be available to assist Emergency Planning partners as necessary.

14. Assist the business support officer with the planning and coordination of key activities in relation to events in your area.

15. Due to the nature of the post, it is expected that the post holder will be flexible as regards hours and days to attend to out of hours meetings or work demands when necessary. Participate in weekend working through a rota system. Approximately 1 weekend every 6 weeks

16. Provide effective leadership and strong performance management of your team. Be accountable for staff related matters within the team by ensuing that Human Resources policies are implemented appropriately including performance management, learning and development, absence, discipline and grievance issues.

17. Encourage a learning culture and positively manage the training & development of your team.

18. Manage the financial monitoring and performance of budgets and resources effectively and in accordance with the Council's Financial Regulations. Ensure that the service operates within agreed financial criteria and achieves best value procurement and tender exercises.

19. Be part of or lead multi-disciplinary and corporate teams as needed to make improvements to service delivery and performance.

20. Make sure that the Ops Team offers a customer focused service using systems thinking principles.

21. Support the Council's approach to equality and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

22. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

23. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

24. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – StreetScene Area Officer

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ NVQ Level 3 qualification in leadership/management, or a technical diploma in a grounds maintenance / cleansing related discipline, or equivalent qualification / experience	E	Application form / interview
	▪ GCSEs in Maths and English Grade C/4 and above (or equivalent NVQ2 qualification /experience)	E	Application form
Knowledge	▪ Working knowledge of Environmental Protection Act 1990 and Clean Neighbourhoods & Environment Act 2005	D	Application form / interview
	▪ Working knowledge of Microsoft Office (Word, Excel, Outlook)	E	Application form
	▪ Understanding/knowledge of cleansing and grounds maintenance operations	D	Application form / interview
Skills and Abilities	▪ Ability to manage, motivate and lead a customer focused team and develop staff to their full potential / support them through ongoing change	E	Application form / interview / Personality Questionnaire
	▪ High level of written and verbal communication skills	E	Application form / interview / test
	▪ Able to co-ordinate and manage several projects at a time, whilst responding to reactive demand, with strong focus towards deadlines and delivery	E	Application Form / test
	▪ Flexible in approach and able to change focus depending on operational requirements	E	Interview
	▪ Able to provide guidance and support to others to ensure that key deadlines are met	E	Interview
EDDC Behaviours	▪ Listens to the views of the team; encouraging them to challenge and provide feedback	E	Application form / interview

	▪ Understands how the team learn and develops and uses this knowledge to lead performance improvements	E	Application form / interview
	▪ Understands other people and their behaviours, and uses this knowledge to adapt approaches for effective working relationships	E	Application form / interview
	▪ Challenges and confronts poor performance whilst enabling a blameless culture; empowering and supporting the team to initiate improvements to services without fear of reprisal	E	Application form / interview
	▪ Spend time building relationships with partners	E	Application form / interview
	▪ Resolves conflicts and disagreements quickly and professionally	E	Application form / interview
Successful experience in	▪ Evidence of practical experience in one or more areas of activity number 1 in the job description	E	Application form / interview
	▪ Wide experience of supervising / leading teams of manual workers	E	Application form / interview
	▪ Development of promotional literature and materials	D	Interview
	▪ Managing and coordinating key projects and working to deadlines	E	Interview
	▪ Demonstrable experience of designing / setting up systems for the proactive monitoring and management of key operational tasks	E	Interview
	▪ Use of digital systems and applications to plan and program works	E	Application form / interview

Special requirements	▪ A valid category B driving licence (reasonable adjustments may be possible according to the Equality Act).	E	Interview/ driving licence check
	▪ Requirement for some out-of-hours working, or additional working, at home if appropriate, to meet peak workloads and/or to attend evening meetings	E	Interview
	▪ Able to participate in the weekend duty rota	E	Interview
	▪ Right to work in the UK	E	Identity Check
	▪ Check of qualifications essential to the Job	E	Original Certificates
	▪ References	E	Reference enquiries
	▪ Basic Disclosure Certificate	E	Criminal Record Check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: StreetScene Area Officer
POST NO's: 08098 09203 09204 09302 09303 09305
SERVICE: StreetScene

This role has been assessed for risk, and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day-to-day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	**Level of Frequency**
Computer Use	**5**
Driving (Car)	**5**
Driving (HGV / LGV)	**1**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**1**
Prolonged sitting / standing	**5**
Exertion (other than lifting)	**2**
Lifting	**3**
Manual handling / repetitive movement (bending, twisting, reaching)	**2**
Customer contact / Working with the public	**4**
Face to face contact with abusive customers	**2**
Lone working	**3**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**1**
Use of chemical and/or skin irritants	**1**
[2]Headphone use / auditory performance / noise	**2**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**2**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	 **2** **1**
Working in confined spaces	**1**
Bodily fluids	**1**
Infectious diseases	**2**
Asbestos	**2**
[4]Dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	

The document was completed/reviewed by StreetScene Area Manager in February 2022

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)