

Job Description

Green Spaces Operative (NEAT)

Reference: 1153

Date: April 2026

Job Family:	Transport and Neighbourhood Management/Waste & Green Spaces Operations
Level:	Level 1
Band:	Band 2
Career Track:	Operational

Job Purpose

You will provide an efficient and effective street cleansing, public convenience and grounds maintenance service to pre-determined standards and in accordance with pre-determined schedules. Normal working week Monday to Friday with occasional evening, weekend and emergency call out work.

Service Purpose

The primary purpose of Neighbourhood Services is to work with local communities and other key stakeholder organisations to improve the physical appearance and quality of life within our communities, making them cleaner, more sustainable, self-sufficient and safer places. Neighbourhood Services is part of the Place & Regeneration Directorate, which is responsible for economic growth, regeneration, housing and environment.

Neighbourhood Services are responsible for a number of key council services including waste and recycling, environmental enforcement, street cleansing and grounds maintenance, bereavement services, fleet services and countryside services. These are high profile services that make a significant contribution to the delivery of our corporate plan.

Duties and Responsibilities

Operational Delivery

- Provides street cleansing, public convenience and grounds maintenance services to set standards.
- Works as part of a team to meet service schedules, maintain quality, and report issues or equipment faults to supervisor.
- Performs physically demanding outdoor work in all weather, with varied patterns including occasional evenings/weekends, and may work across different frontline service areas.

Customer and Community Focus

- Engage with residents and service users in a courteous and respectful manner, providing information or advice on waste services when required.
- Ensure all work is completed to the expected quality, time, and service standards.

Health, Safety & Compliance

- Carry out all duties safely and responsibly, complying fully with relevant risk assessments and safe working practices.
- Record issues encountered during operations and ensure the appropriate paperwork is completed and shared with service users and supervisory staff.

Teamwork & Flexibility

- Work collaboratively with colleagues to deliver work plans and maintain service quality.
- Respond to and resolve straightforward issues, referring more complex matters to the immediate supervisor.
- Work flexibly across other frontline teams to provide cover for peak demand, sickness, holidays, extreme weather, emergencies, and service requirements.

Person Specification

Professional and Technical Requirements

Knowledge, Skills and Experience

- Understanding of the operational tasks involved and associated tools/equipment.
- Ability to follow straightforward spoken and written instructions.
- Ability to complete basic work records.
- Physical strength, dexterity and coordination to carry out manual tasks and operate machinery and power tools.
- Appreciation of the need for NEAT services and their importance to the community.
- Understanding of the role of a grounds maintenance, public convenience cleansing or street cleansing operative.

Core Competency Requirements

- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery. Delivers quality work, follows instructions, and maintains focus to meet service standards.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience

Strengths

- **Reliable:** Consistently punctual and dependable.
- **Adaptable:** Responds positively to change and adopts a flexible, cooperative attitude.
- **Integrity:** Acts professionally and upholds organisational values and principles.
- **Disciplined:** Follow processes, operating well within set standards, rules and guidelines.
- **Team Player:** Works well as part of a team and strive to ensure the team pulls together and is effective.

Desirable

- Previous relevant experience in a similar role or manual handling experience.
- Awareness of Health & Safety legislation and its application in the workplace.