# Dunstable Town Council

## Grounds and Environmental Services

# JOB SPECIFICATION

**Job Title:** Assistant Town Ranger

**Department:** Grounds and Environmental Services

**Responsible to:** Town Ranger

**Responsible for:** No one

**Main Purpose of Job**

1. To take ownership of and provide a high profile enhanced proactive and reactive cleansing and maintenance service for the town and town centre public realm.

2 To work in a predetermined yet flexible manner following area and task specific work programmes.

3. To work with partner organisations, other agencies and local retailers to ensure that those areas of the town centre public realm requiring immediate or urgent attention are addressed in a timely and appropriate fashion.

4. To proactively identify and deal with public realm environmental eyesores on a 'see it, do it' basis by utilising a wide range of cleaning and grounds related equipment.

5. To work on a rota basis with the Town Ranger to provide a 7 day a week service to maintain high standards of cleanliness in the town centre.

6. To act as a front line, public facing representative of the Council and engage with a wide cross section of the community in a friendly, approachable manner and with a can do attitude.

**Main Duties**

1. To carry out a wide range of cleansing and grounds related tasks including the collection of litter and dog faeces, sweeping and power washing, removal of graffiti and gum, weeding and weed spraying, toilet cleaning, snow clearance and other similar and related activities.

2. To carry out routine repairs, maintenance and cleaning to street furniture, bus shelters and town centre landscape features.

3. To assist in the implementation of planned town centre related improvement works to provide high quality award winning services that are able to achieve external accreditation.

4. To assist with the day to day maintenance and repair of the vehicles, plant and equipment assigned to the service and ensure that weekly vehicle inspections are undertaken and recorded.

5. To work closely with the Town Ranger to prepare routine maintenance schedules and work programmes related to the duties of the post.

6. To clean all town centre notice boards and refresh all contents on a regular basis as directed.

7. To assist with ensuring that safe working practices are adhered to at all time's in accordance with prevailing health and safety legislation and Council safe working methods statements.

8. To liaise with the public, town centre visitors and other agencies as directed by the Town Ranger and to act as a first point of public contact whilst operating in the town centre.

9. To gather evidence and information relating to low level envirocrime and to pass relevant information onto enforcement agencies as necessary.

10. To keep adequate written and photographic records.

11. To lock / unlock and keep clean, Ashton Square public toilets

12. To assist in the setting up, taking down and cleansing of the Council's twice monthly Saturday markets.

## Person Specification

### Experience and Knowledge

Essential

1. A significant level of practical experience in maintaining, repairing and cleaning in a wide range of public realm environments including streetscapes, landscaped areas and other public places.

2. Knowledge of relevant Health and Safety legislation relating to the operation of plant and machinery and the use and storage of hazardous substances (COSHH Regulations) and experience of undertaking risk assessments and developing safe working practices.

3. Experience of interpreting work plans, implementing daily work activities and estimating material and equipment requirements in relation to day to day activity.

4. Have knowledge of good customer care practices and an ability to respond to requests from residents, businesses and other agencies in a timely fashion.

Desirable

1. Experience of operating hydraulic lift equipment and working at height.

2. Experience of environmental enforcement.

**Personal Qualities**

Essential

1. An effective outdoor worker with an approachable style and a willingness to be fully responsible and accountable for designated daily activity.

2. A person who is able and prepared to work alone but can also be a team worker who can work closely with other team members.

3. A person who is willing to take ownership of enhanced cleaning services across the town centre and has an eye for detail.

4. A good oral communicator with the ability to understand and accept instructions and offer guidance to others.

5. Good organisational skills including effective work activity management and keeping accurate records.

6. A person with a flexible attitude to work programming and a proactive 'can do' approach to tackling work activities.

7. A person who is self motivated, committed and enthusiastic about providing high quality services to local residents.

Desirable

8. Ability to utilise word processing, spreadsheet and email software and programs.

**Personal Style and Behaviour**

Essential

1. Willing to work in a flexible operational environment.

2. Ability to inspire confidence and respect.

3. Advocate of equality, diversity, dignity and respect in the workplace.

4. Commitment to delivering good performance and high quality workmanship.

5. Ability to communicate positively with the public

**Other factors**

Essential

1. A relevant professional, technical or vocational qualification to NVQ Level 1, or above and/or have significant (minimum of 5 years) experience of maintaining outdoor spaces and buildings.

2. Hold, or be prepared to be trained to hold, relevant operators licences for all necessary plant and equipment

3. Hold an appropriate, full, clean driving licence.

## Complexity and Creativity

Working largely alone, but with guidance from the Town Ranger, the post holder will be expected to act on their own initiative in a proactive manner with a 'see it, do it' approach to work tasking.

The services delivered by the post holder are high profile front line services which come under constant public scrutiny and as such need to be of the highest possible standard. The post holder will therefore need to demonstrate an ability to maintain high standards of completed work and deliver work activity within agreed timescales as directed by the Town Ranger.

The post holder will be expected to work closely with the Town Ranger to provide support in implementing detailed work programmes for all relevant functions to ensure that all works are competed in a timely fashion.

The role requires significant levels of physical activity.

This role will require the post holder to work at weekends on a rota basis which is reflected in the salary for this post. There will also be opportunities for the post holder to work additional hours for the Council that will accrue an overtime payment or time off in lieu.

The post holder will be required to operate from a depot facility within the town centre area

## Judgement and Decisions

This is a hands-on operational role requiring the efficient and effective use of resources and equipment to deliver high quality, cost effective and award winning services. The post holder will therefore need to demonstrate an ability to complete work tasks in a timely fashion to a high standard and give clear advice and guidance to residents, visitors, businesses and other agencies.

Failure of the Council to comply with legislation regarding safe working practices and the handling of machinery and working in parks, recreation grounds, the cemetery and other high visibility public spaces could have serious repercussions on the Council.

## Contacts

**Internal 40%**
Head of Service, Grounds Operations Manager, Town Ranger, other grounds staff, Councillors, Senior Management Team, other Council staff.

**External 60%**
Representatives from partner organisations, members of the public, other agencies, local businesses and contractors.