

Job Description

Job Title:	Environmental Improvement Operative
Directorate	Housing and Communities
Department:	Communities
Location:	Rising Sun Industrial Estate, Blaina,
Reports to:	Environmental Improvement Team Leader
Date JD Agreed:	July 2022

Job Purpose

To undertake high quality, cost effective and efficient large scale garden improvement and repair work as part of Tai Calon's major investment programme.

To ensure that the environmental element of the Welsh Housing Quality Standard is achieved on all properties with a specific focus on ensuring all homes are free from hazards and support the continued improvement to all Tai Calon Homes.

The role carries out maintenance and construction in various trade areas at a semi skilled level within a range of occupied and void properties including communal areas and garage sites.

This is a very important customer facing role, working with customers to ensure their homes are improved and maintained in a timely way, keeping them informed and completing improvements right first time to help reduce costs.

Core Responsibilities & Accountabilities

- Ensuring that all trade works are completed in adherence with manufactures specifications/instructions and Tai Calon's standards, policies and procedures.
- Ensuring that all works are undertaken in a considerate manner and to a satisfactory standard in terms of performance and quality. These include:
 - ✓ Completion of all work activities directed to carry out.
 - ✓ Identifying the best course of action when a repair or improvement cannot be completed and seeking advice on decisions for next steps.
 - ✓ Liaison with colleagues about next steps.
- Use a wide range of tools, equipment and plant to undertake a variety of repair and improvement related works within both tenanted and empty homes including, renewing fencing, large scale waste removal and transfer, hard landscaping, tree and shrub management / removal and the use of pesticides.
- Responsible for ensuring all issued equipment is correctly checked before use and to carryout weekly maintenance on all plant / tools and PPE.

- Use best / safe practice on all tasks carried out and to operate and carry out set tasks ensuring timelines and quality objectives are met.
- Ensure that all work is carried out to a high standard with exceptional levels of customer care.

Detailed Tasks

- To excavate, remove and separate a large range of mixed waste from gardens either manually or with plant in preparation for any required remediation works to commence.
- To remove old and or damaged garden boundaries such as fencing or chain link and reinstate with specified replacement fencing.
- To carryout a variety of hard landscaping tasks as either repair or replace including concrete repairs, steps, paths, slab laying, brick repairs, footings and installation of Aco drains.
- To safely remove and dispose of small trees, hedgerows and shrubs by the use of loppers, hand saws and chainsaws.
- To safely operate driven plant and machinery such as small excavators and dumpers within training capability.
- To be able to carry out work using detailed written specifications in order to complete required works using the appropriate specifications and measures.
- Ensure all tasks are performed to a high standard and present a professional and positive image of Tai Calon at all times.
- To carry out programmed works, repairs and maintenance to the highest standard with attention to detail.
- Understand and confidently follow all relevant risk assessments and method statements.
- Interpreting site conditions including weather and excessive moisture levels and to take appropriate action.
- To work effectively and efficiently using technical competence and own initiative to quickly and safely resolve onsite problems and issues.
- To be responsible for the maintenance of all issued PPE, plant, power / hand tools, and to report / record any issues, concerns or items that require attention to your team leader / line manager.
- To ensure the correct use of machinery and equipment at all times and within your training capabilities.
- You may be required, where applicable, to drive company vehicles as required to transport operatives, equipment and waste products.
- Maintain an up to date knowledge of safe working practices and associated Health and Safety legislation and Regulation.
- To undertake training/instruction relevant to the role and as directed by your line manager.
- To ensure all necessary documentation is accurately completed, for example daily driver log books / App and weekly tool and equipment maintenance sheets.

- To identify ASBETOS onsite. Notify your line manager and follow Tai Calon's Asbestos policies and procedures.
- To carry out waste management onsite ensuring all materials are separated into the specified bins as per the waste management plan.
- To monitor material levels and liaise with the team Leader so that stock levels are maintained to minimise disruption and reduce downtime.

Key working Relationships

- Work as part of the wider Tai Calon team to share knowledge and expertise, ensure high levels of customer care and minimise / eliminate health and safe risks as part of daily site activities.
- Effectively liaise with tenants daily demonstrating excellent communication skills and customer service skills.
- Work closely with the team leader and delivery manager ensuring all health & Safety requirements are met.
- Liaise with colleagues to raise concerns where appropriate to support vulnerable residents
- Work collaboratively with the wider Green Earth, Assets and on site contractor teams to ensure that projects with the Environmental Improvement programme are supported and meet time, cost and quality objectives.
- Actively engage with peers, supervisors, managers and unions and take part in 1-2-1s, tool box talks, team meetings and other organisational groups.

Responsibilities for Resources

Role is responsible for the control, testing and maintenance of plant / equipment and applying appropriate recording measures.

- Ford van
- Compound including welfare unit
- Excavator
- Dumper
- Hydraulic breaker
- Chainsaw
- Disc cutter
- Also a variety of power / hand tools
- PPE

Work Environment

- The physical environment requires the employee to mainly work outside on site on a daily basis in heat/cold, wet/humid, and dry/arid conditions, dependant on the season.
- Required to use a wide range of personal protective equipment when carrying out tasks onsite.
- Required to use a wide range of equipment such as hand tools, power tools, plant and equipment and building materials. May also be exposed to Asbestos, needles and contaminated ground.
- Frequently exposed to slippery, wet, muddy conditions that can contribute to slip trips and falls onsite.
- Daily work in tenanted properties requiring the need to deal with tenants concerns or queries sometimes in difficult circumstances.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- Apply the principles of Service 1st to their work at all times.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Environmental Improvement Operative	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Level 3 qualification in associated field	✓		
✓		CIEH Manual handling	✓		
	✓	Up-to-date first aid certificates	✓		
	✓	NPTC city & Guilds pesticides qualification	✓		
	✓	Excavator / forward tipping dumper qualification	✓		
	✓	Street Works (Chapter 8) Qualification)	✓		
	✓	Asbestos awareness / removal	✓		
		2. KNOWLEDGE			
	✓	Interest in natural history	✓	✓	
✓		Understanding of Health and Safety and ability to ensure safe working practices		✓	
	✓	Knowledge of the social housing sector in Wales		✓	
		3. EXPERIENCE			
✓		Demonstrable experience of working in a similar environment including, construction, ground working, landscaping or grounds maintenance	✓	✓	
✓		Experience of pesticide application operations	✓	✓	
✓		Experience of operating/working with plant and equipment such as excavator and dumper	✓	✓	
✓		Experience of working within customer focussed environment		✓	
✓		Experience of operation and safe use of hand tools and powered tools	✓	✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Environmental Improvement Operative	Application Form	Interview	Practical
✓		Experience with identifying asbestos	✓	✓	
✓		Experience of street works chapter 8	✓	✓	
		4. SKILLS			
✓		Be able to demonstrate excellent verbal communication skills	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Well organised to ensure effective work planning and the meeting of deadlines of own work.	✓	✓	
✓		Ability to work as part of a team or alone and use own initiative where needed with minimal supervision		✓	
✓		Bricklaying skills	✓	✓	
✓		Slab laying and concrete work			
✓		Use of CAT scanner to identify buried services			
	✓	Carpentry skills	✓	✓	
✓		Fencing skills	✓	✓	
	✓	Drainage skills	✓	✓	
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer focussed and commitment to Service First principles.	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development.	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Environmental Improvement Operative	Application Form	Interview	Practical
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		