### Job Profile

#### Job Details

<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Environmental Operative</th>
<th><strong>Section</strong></th>
<th>Wheatley 360</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Division</strong></td>
<td>Housing &amp; Care</td>
<td><strong>Report to</strong></td>
<td>Environmental Team Leader</td>
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<tr>
<td><strong>Grade</strong></td>
<td>SCP 15 – 18</td>
<td><strong>Date completed</strong></td>
<td>January 2018</td>
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#### Job summary

You want to make a difference to the lives of our customers. You understand the positive effect that clean and well maintained grounds and buildings have on people's lives and care about improving communities for the city. You passionately believe that everyone has the right to live in a well-kept, clean and tidy area. You are ready for a job in which you can take pride in your work and genuinely care about ensuring your customers are provided with excellent services that meet their needs, in whatever location you are assigned to.

#### Behaviours & Competencies

**Our Organisational Competencies**

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate
- Think Digital

We want our Environmental Operative to be able to demonstrate the following behaviours and competencies:

- Do the right thing and find good solutions that fit the needs of customers in your area
- Be committed to ensuring all work is completed to a high standard
- Work enthusiastically in partnership with other teams and other organisations where appropriate
- Be confident in standing up for customers, where they are not getting the level of service you think they should be getting
- Be able to show a positive and confident manner at all times
- Work well as part of a team sharing your ideas as well as learning what could be better
- Have enthusiasm for getting to know the area you work in and delivering services that meet the needs of the local community
Person Specification

Experience

Essential
• Experience of working in a customer-focused environment
• Ability to work on an individual basis or part of a team
• Experience in organising own workload to achieve priorities and objectives
• Flexible, adaptable and able to work in pressurised situations in relation to matters of site security and resident safety

Desirable
• Experience of providing a cleaning service
• Basic IT skills such as using e-mail and word processing

Qualifications

Essential
• Compliance with Disclosure Scotland

Desirable
• Full driving licence

Job Outputs

<table>
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<tr>
<th>Role output</th>
<th>Includes the requirement to</th>
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| Environmental maintenance | • Removal of Graffiti  
• Vandalism issues responded to and resolved  
• De-litter/de-weed communal areas  
• Bulk uplifts  
• Maintenance of back courts/open spaces/gap sites  
• Hedge trimming  
• Carry out minor repairs  
• Monitor action and follow up where required  
• Provide a cleaning service in common closes and the general environment within MSF and tenements  
• Highlight to relevant staff when stores are required while retaining stock to deliver a cleaning service |
| Interact with customers by providing information and communicating feedback | • You are the face of the organisation, you must represent us well in all contacts with our customers  
• Communicate clearly with customers, responding to feedback and ensuring complaints are dealt with appropriately  
• Act as a point of contact to customers, taking ownership of issues and responding to same. The contact point will be anywhere either in or out of the station in MSF or in closes or back courts  
• Effective liaison with Housing Officer to ensure residents’ concerns are taken on board and that vulnerable customers are identified  
• Maintain key register within MSF |
| Provide regular security checks across a number of properties as agreed | • Block patrols  
• Breaches of security and emergency events responded to  
• Regular communication with all block based operatives within agreed area  
• Provide cover at break times as required  
• You may be asked to cover at another location |
| Health and Safety maintained across MSF and environmental areas | • Rubbish and waste disposal compliant with local procedures e.g. rubbish chutes, external areas  
• Programme to check on maintenance equipment implemented e.g. dry risers, lifts, pumps  
• Make sure that any environmental issues, or breaches, are reported to the appropriate person  
• OSM books within the site are kept updated |
| Incident Monitoring/Reporting | Ensure all incidents are factually recorded and forwarded to the relevant officer for action and brought to a conclusion  
| | Co-ordinate and manage effective security surveillance referring to CCTV and controlled entry, and incidents recorded and actioned  
| | All incidents within MSF with lifts are dealt with, emergency incidents and repairs reported |
| Ensure compliance with professional, regulatory, statutory and corporate requirements | Take responsibility to ensure you know the policies of the organisation and that you adhere to these at all times  
| | Comply with all regulatory and legal requirements and constraints  
| | Only use equipment that has been approved and issued for use  
| | Act within health and safety best practice  
| | Act within Data Protection procedures  
| | Personal safety maintained at all times  
| | Act ethically and with integrity |

### Interdependencies

- Environmental Team Leader
- Environmental Support Manager
- Environmental Operatives
- Locality Housing Directors
- Housing Officers
- Customer Service Centre
- Neighbour Relations Officers
- Tenants and owner occupiers
- External Agencies – GCC, GCSS, Police Scotland, Scottish Fire & Rescue
- Other organisations, where appropriate
- Other parts of the Group