



Job Profile

JOB TITLE:	Reactive Works Operative
GRADE:	Scale 6
POST NO:	Various
JOB TIER:	5
DBS CHECK:	None
GROUP:	Residents Services
SERVICE:	Development & Assets

REPORTING STRUCTURE

Reports to:	Reactive Works Supervisor
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

Working as part of a team to carry out minor highway reactive repairs to carriageways, footways, non-illuminated street furniture and signage.

Carry out general highway maintenance operations to a high standard

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To communicate with and assist members of the public and colleagues as required as well as presenting a professional image to members of the public.

2. People Management

- No direct supervisory responsibility however may be a requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Carry out general highway maintenance operations to a high standard including:
 - Excavation and reinstatement of carriageways
 - Preparation and application of bituminous materials
 - Excavation and reinstatement of footways
 - Laying of kerbs and channels
 - Installation/repairs of non-illuminated street furniture
 - Installation/repairs of signs and barriers
 - Repairs to gullies/highway drainage.
 - Maintenance of watercourses
 - Minor repairs to highway structures
 - Other minor repairs/works within the public realm environment.
- Drive vehicles and wheeled tractors with simple attachments and to undertake where appropriate vehicle checks and routine maintenance (e.g. oil and water checks) and cleaning.
- Prepare and use a wide range of works resources including hand operated power tools, traffic management equipment, minor plant and machinery, and prepare the work area.
- Observe and promote all aspects of Health & Safety and operate at all times within safe practice.
- Ensure accurate completion of record sheets and any paperwork required by Council procedures.

- Take part in emergency call-out and winter maintenance operations.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal Staff and managers within the Highways Service

External Members of the public, contractors and suppliers

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Meet PADA objectives
- Meet deadlines as required

B. Person Specification

Reactive Works Operative

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to a level enabling the post holder to meet technical specifications for a range of works	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Must be able to carry out work using heavy mechanical equipment.	✓	
Able to drive specialist vehicles	✓	
HGV Licence or ability to gain	✓	
Able to work flexibly to meet the needs of the service	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Previous experience of undertaking a wide range of skilled working functions on the highway.	✓	
Previous experience of driving specialist vehicles for the purposes of highway maintenance.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Technical knowledge of highway maintenance operations.	✓	
Ability to use a wide range of equipment for the purposes of highway maintenance and repairs.	✓	
Ability to set-out work (i.e. the ability to use a spirit level to establish levels, to understand the uses of a cowley level or a quick set level)	✓	
Ability to drive a vehicle requiring specialist driving skills and appropriate equipment and/or the operation of heavy plant.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring. Ability to work effectively in a small team	✓	

Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	