

**Manchester City Council  
Role Profile**

**Environmental Operative Grade 4  
Manchester Markets, Business Units, Corporate Services  
Reports to: Market Manager**

**Key Role Descriptors:**

The role holder will provide a comprehensive customer focused, maintenance, cleansing and repairs service within any market.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

The role holder will contribute effectively to the development of business initiatives and value-added activities to meet the needs of the service.

**Key Role Accountabilities:**

Undertake duties connected with the cleanliness of the environment and Market premises, to maintain the internal and external appearance of the market and back of house facilities, including reporting repairs and maintenance issues. Regularly clean and maintain the public toilets to ensure that the facilities are maintained to the laid down standards.

The role holder will undertake basic repairs commensurate with their specific role.

Provision of a customer focused service ensuring access is available to all service users including where required assisting members of the public to gain access to the Market site. Provide a public information service including marketing of market and council-wide services.

The role holder will act as a market premises key holder adhering to all security processes.

Erection and dismantling of stalls.

All duties to be undertaken in a safe and responsible manner in accordance with requirements under Health & Safety regulations, established safe systems of work and City Council policies, practices and procedures.

Undertake any other duties commensurate with the grade, which contribute to the smooth running of the Council's services.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

## **Environmental Operative (Specialist) – Key Competencies and Technical Requirements**

### **Behavioural Competencies**

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources
- **Pride in Manchester** – Demonstrating pride in our city.

### **Generic Skills**

- **Communication Skills:** Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society.
- **Problem Solving & Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
- **Planning & Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Creative Skills:** Ability to find solutions to situations that are presented of a routine nature
- **Administrative Skills:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.

### **Technical requirements (Role Specific)**

- Must hold a current UK driving licence
- To work 5 out of 7 days which will include evenings and weekends in connection with the 7 day operational nature of the Service.