

# Job description

Post title: Public Realm Operative - Apprentice

Service area: Environment & Regeneration

Grade: London Living Wage - £20,167 per annum (35hpw)

Reports to: Environmental Supervisor

Your team: Public Realm Division, Public Realm

Number of supervisees: None

## Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

# Apprenticeship programme

Islington Council offers a wide range of high-quality apprenticeships. Alongside your job, you will complete a recognised apprenticeship training course related to your job role. The training may take place in the office or at a university, college or online and will be paid for by the Council. You will learn and develop knowledge, skills and behaviours required for your apprenticeship discipline.

## Primary job function

To provide support to the Street Environment Team in providing council services and learn to perform your duties both independently and as part of a team. To gain an understanding of the work of the Street Environment Team and its contribution to the wider work of local government. You will work in a supported learning environment to develop the skills and knowledge required for a Public Realm Operative-apprentice. We will assist you to complete a level 2 Waste Resource Operative apprenticeship qualification and progress in your future career.

## Key responsibilities

1. Undertake a development programme leading to a Level 2 qualification as part of an apprenticeship. You will spend 20% of your contracted hours towards the timely completion of your training programme.
2. Actively participate in your own development plan under the supervision of your line manager and the training provider. This includes meeting the needs of the training provider and qualification by meeting deadlines and action plans.
3. To work under supervision to develop skills and experience in:
  - a. To carry out general cleansing operations around street cleansing, grounds maintenance and park area cleansing as directed by your Supervisor.
  - b. To support ways of working to improve recycling including the correct segregation of waste streams including recording and reporting waste collection problems such as contamination or incorrectly stored waste through the established reporting system.
  - c. Liaising with the public on behalf of the Council and Environment and Regeneration department, responding positively and sensitively to customer enquiries or complaints and reporting where necessary to the Supervisor
  - d. Working as an individual or as part of a team to provide high quality customer focussed Environmental Services, including all types of waste collection, street cleansing grounds maintenance and park keeping.
  - e. To give full cooperation in the implementation and operation of the latest information and communication technology, which will be designed to enhance efficiency safety and communication amongst teams.
4. Support the team to undertake safely the collection of all types of waste: cleansing of streets or parks and open spaces and work individually or as part of a team and ensure that segregated waste streams are not contaminated with non-conforming material or waste.

5. Constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with your own development and that of your role.
6. Undertake other duties compatible with your learning and development as required.
7. Use information technology systems to carry out duties in the most efficient and effective manner.
8. Achieve personal performance targets, as agreed by your line manager. Carry out duties and responsibilities in accordance with the Council's customer care standards.
9. Be committed to the Council's CARE values and serving the public first, being open honest and fair, and respecting all people and communities and to demonstrate this commitment in the way duties are carried out.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget responsibilities

None

## Work style

Frontline Role

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications

Essential criteria	Criteria description	Assessed by
1	Interest and motivation to work within Islington Councils Street Environment Services as part of a team, or under own initiative	Application/Interview
2	Ability to meet the entry requirements of the level 2 Waste Resource Operative course attached to the apprenticeship and to attend and undertake the studying and coursework required to complete the course	Application/Interview

#### Skills

Essential criteria	Criteria description	Assessed by
3	Ability to communicate and to present information clearly and concisely both verbal and written with good attention to detail	Application/Interview
4	A positive attitude towards teamwork and able to work as part of a team	Application/Interview
5	Ability and willingness to follow instruction and learn new tasks to aid your development	Application/Interview
6	Good IT skills and ability to learn new systems.	Application/Interview
7	Ability to adapt successfully to change, able to reflect on learning and adjust where required	Application/Interview
8	Excellent time management skills, able to prioritise and deliver work and training on time	Application/Interview
9	Ability to display sensitivity and maintain confidentiality	Application/Interview

## Special requirements of the post

Essential criteria	Criteria description	Assessed by
10	Commitment to completing the apprenticeship	Assessment day

Essential criteria	Criteria description	Assessed by
	and obtaining a qualification	
11	Eligibility to the apprenticeship scheme is open to Islington residents, Islington care leavers or former Islington school students within the last 12 months	Eligibility
12	Currently unemployed or working no more than 16 hours a week	Eligibility
13	Hold a level 1 or above in English and Maths, equivalent to GCSE grade 1-9 (E and above). This may require the completion of a diagnostic exam and score at this level assessed by the training provider	Eligibility

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

