**Manchester City Council**

**Role Profile**

**Highways Operative, Grade 5**

**Highways Maintenance Service, Neighbourhoods Directorate**

**Reports to: Operational Team Lead & Street Mason Paviour**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services and engaging the community in activities.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Plan and programme the work of the team and communicate effectively with team members to ensure that work priorities and service objectives are clearly understood.

**Key Role Accountabilities:**

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective services and the delivery of joint outcomes.

Where required provide operational management and support the training, development and performance management of team members to ensure all are equipped to carry out their work to the highest standards to fulfil service priorities.

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Apply a range of knowledge, technical expertise and skills to safeguard residents, visitors and businesses and achieve a neighbourhood of choice.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Where required use and maintain a range of mechanical equipment to ensure the environment is effectively and efficiently cleaned and maintained.

Develop community awareness through reporting incidents, and unusual circumstances or situations that may negatively impact on the well being of residents, visitors and businesses.

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.**

**Role Portfolio:**

Utilise a broad range of knowledge, technical expertise, and skills to ensure the safety of residents, visitors, and businesses by maintaining a secure highway network.

Apply technical expertise and highway construction skills to maintain high productivity levels while ensuring quality standards for a cost-effective frontline service.

Respond to service requests within designated timescales and maintain accurate records. Collaborate with other Council departments, partner agencies, subcontractors, and external parties to deliver frontline services in alignment with Council strategy.

Ensure the maintenance and security of all plant, transport, and equipment, including daily maintenance and safety checks, and produce and submit records as per set procedures.

Operate all plant, transport, and equipment safely and appropriately. Demonstrate a commitment to continuous self-development and service improvement.

Promote diversity through personal example, open commitment, and clear actions, ensuring equal access and treatment in employment, service delivery, and communications.

Does this meet your needs, or is there anything else you’d like to adjust?

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **Planning and Organising:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

**Technical Requirements (Role Specific)**

* Knowledge of Health and Safety associated with carrying out Civil Engineering Construction on the Highway and in public places.
* Ability to use a range of plant and equipment and physically able to lift and carry equipment and materials.
* Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service.
* Hold a current driving licence