

Job Description

Department	PLACE
Job Title	NEIGHBOURHOOD CARE OPERATIVE
Grade	C TO D (Career Grade)
Primary Purpose of Job	To provide and maintain a clean and healthy environment in neighbourhood areas within the borough. Assist in all aspects of Street Cleansing and Grounds Maintenance work.
Reporting To	Neighbourhood Services Chargehand Enforcement and Neighbourhood Service Team Leaders

Main Duties

Grade C

1. To manually sweep and collect litter and detritus from the highway and open spaces shrub areas.
2. Remove fly tipping and sharps.
3. Manual and mechanical removal of animal faeces from highway.
4. Remove accident debris and dead animals from highway.
5. Empty and clean dog and litter bins including volunteer bins.
6. Remove or collect all volunteer bags.
7. To undertake Grounds Maintenance duties including shrub and flower bed maintenance, shrub bed pruning, hedge cutting, pedestrian grass cutting and edging off associated grassed areas.
8. To undertake pedestrian sweeping.
9. To manually and mechanically remove graffiti.
10. To undertake leaf clearance by manual sweeping
11. Provide such assistance as may be required to all customers to enable the smooth operation of the service and show a professional approach and image to minimise complaints.
12. Record and complete all routine job documentation including completion of worksheets manually or digital.

(Grade C Continued Overleaf)

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13. Gritting of areas or footpaths when instructed.
14. Driving duties associated with a full driving licence.

Fulfilment of all Grade D duties (listed above Grade C) is required with minimal supervision and the additional duties as follows.

Additional Duties grade D

1. Completion of appropriate training and consistent use of a variety of ride on grass cutting equipment, including a variety of tractors with or without digital-controlled equipment.
2. Duties associated with driving vehicles or plant over 3.5 tonne vehicles.
3. Undertake formal high-profile pruning, setting out planting schemes and landscape works.
4. It would be advantageous to have certification of PA1 and PA2 for weed spraying and experience undertaking herbicide spraying.

Date Job Description prepared/updated: June 2025

Job Description prepared by: Head of Service

Person Specification

Department PLACE

Job Title NEIGHBOURHOOD CARE OPERATIVE

Stage One	Disabled Candidates are guaranteed an interview if they meet the essential criteria	
The Minimum Essential Requirements for the above Post are as Follows:		Method of Assessment
GRADE C		
1. Skills and Knowledge		
1.	Capable of traversing a minimum of 2 miles and a maximum of 7.5 hours per day.	Application Form/Interview/Medical
2.	The ability to accept and understand verbal and written communications and communicate effectively with both individuals and groups.	Application Form/Interview
3.	Numeracy and literacy skills to complete routine job documentation	Application Form/Interview
4.	The ability to work with minimum of supervision.	Application Form/Interview
5.	The ability to work on own and as a member of a team.	Application Form/Interview
6.	Competencies – Please note the council's corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document	Interview
2. Experience/Qualifications/Training etc		
1.	Be willing to undertake appropriate training and development to meet the requirements of the post.	Interview
2.	Full Driving License	Application Form/Interview
GRADE D		
1. Skills and Knowledge		

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1.	Have or be working towards NVQ level 2 in Street Cleaning or Horticulture.	Application Form/Interview
2. Experience/Qualifications/Training etc		
1.	Driving License for a vehicle that is over 3.5 tonnes. or	Application Form/Interview
2.	Completion of appropriate training and consistent use of a variety of ride on grass cutting equipment.	
GRADE C and D		
3. Work Related Circumstances		
1.	The nature and demands of the job role are not always predictable and some additional working hours may be required occasionally.	Interview
2.	Ability to lift heavy equipment and materials.	Application Form/Interview/ Medical

STAGE TWO	Will only be used in the event of a large number of applicants meeting the minimum essential requirements	
Additional Requirements		Method of Assessment
2. Experience/Qualifications/Training etc		
1.	LGV Driving Licence	Application Form/Interview
2.	Have or be working towards NPTC certificate in Pesticide application modules PA1, PA2, PA6	Application Form/Interview

Date Person Specification prepared/updated:

June 2025

Person Specification prepared by:

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These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period

Developing Self & Others

Promote a learning environment to embed a learning culture. Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

Civil Contingencies

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community. This could require working outside of routine working hours and working from places other than your normal place of work.

Equality & Diversity

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer's race, religion, gender, sexuality, disability or age.

Customer Care

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

Health & Safety

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

Data Protection and Confidentiality

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

Fluency Duty

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required by The Immigration Act 2016.

Working Hours

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

Safeguarding

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

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Accountability

take responsibility for actions,
stand by decisions...

Determination

don't give up, remain positive and
open to new ideas...



Making a difference

work to a high standard, provide a
quality service, keep it simple...



Honesty and respect

be truthful, open, fair, treat others
how you want to be treated...



Making a difference

work to a high standard, provide a
quality service, keep it simple...

Working together

share knowledge, support,
collaborate for better outcomes...

