

Job Description

JOB TITLE:	Mobile Team Operative
GRADE:	Grade E
POST NUMBER:	
DIRECTORATE:	Housing & Regeneration
SERVICE:	Estate Services
RESPONSIBLE TO :	Mobile Team Leader
RESPONSIBLE FOR:	To work as part of a mobile team delivering high-quality estate services, including bulky waste removal and caretaking support, ensuring clean and safe communal areas across estates and blocks.
	<p>This post requires a standard DBS check</p> <p>This post is not politically restricted</p> <p>This post does not attract essential/ casual car user/ travel allowance</p>
JOB SUMMARY:	The Mobile Team Operative works as part of a mobile team delivering high-quality, resident-focused services across housing estates. Responsibilities include bulk waste removal, caretaking support services, safe use of equipment and driving council vehicles. The role supports a clean, safe environment for residents and contributes to overall service improvements and customer satisfaction.
ROLE REQUIREMENTS:	
1.	To remove bulky and other dumped waste from estates and blocks, including identifying, collecting and safely loading onto council vehicles for transport to designated waste disposal or recycling sites.
2.	To identify, classify and handle regulated waste, including Persistent Organic Pollutants (POPs), white goods, electrical items and other waste types introduced through legislation or guidance, in accordance with council procedures, environmental guidance and health and safety requirements, ensuring safe storage, transport and disposal

	at authorised facilities.
3.	To identify and safely handle potentially hazardous or unusual waste items, including gas cylinders, chemicals, lithium batteries and other regulated materials in accordance with relevant health and safety guidance, environmental legislation and council procedures, ensuring appropriate storage, transport and disposal, and reporting items requiring specialist handling where necessary.
4.	To ensure areas are left clean and free from debris, litter or hazards following waste removal activities to maintain a safe environment for residents, staff and the public.
5.	To ensure that waste is transported to appropriate disposal or recycling facilities, considering site-specific acceptance criteria and operational requirements.
6.	To comply with the operational procedures and health and safety requirements of designated waste disposal or recycling facilities, including following site instructions and acting professionally when interacting with site staff.
7.	To drive council vehicles up to 3.5 tonnes safely and responsibly in line with road traffic regulations and council policies while collecting, transporting or tipping waste, including stopping or parking in a safe and legal manner, considering public safety and access. To use fuel efficiently and cost-effectively in all vehicle operations.
8.	To ensure vehicles are properly loaded and tools, equipment, materials and waste are safely secured during transportation to prevent damage, spillage or safety risk.
9.	To carry out basic vehicle maintenance checks, including oil, water, tyre pressure and general cleanliness, and to identify and report defects or malfunctions, including mechanical faults, tail lifts, cameras, trackers or onboard weight management systems in line with council procedures.
10.	To provide caretaking support across estates in line with service needs, including litter picking, maintaining bin areas and cleaning of communal areas to ensure they are clean, safe and presentable for residents and visitors.
11.	To assist in carrying out seasonal tasks, such as leaf clearance, snow removal and gritting of communal paths to ensure safe access for residents and visitors.

12.	To carry out agreed ad hoc tasks to help improve the appearance of communal areas and increase resident satisfaction.
13.	To remove items incorrectly stored in communal areas, including bicycles, buggies, mobility scooters, furniture and other items that may obstruct access or pose a fire risk, in accordance with council procedures.
14.	To assist in cleaning and clearance following incidents such as fires, floods or other emergencies, ensuring affected communal areas are safe, hygienic and accessible.
15.	To identify and report fly-tipping, hazards, maintenance or repairs concerns and anti-social behaviour using the appropriate reporting systems and following any relevant procedures or safe handling methods.
16.	To safely use, transport and maintain tools and equipment required for the role, ensuring they are kept in good working condition, stored securely and any faults or defects reported promptly in line with operational procedures and health and safety standards.
17.	To carry out manual handling activities safely and responsibly, including lifting, moving and manoeuvring bulky or heavy items in accordance with manual handling guidance and safe working practices.
18.	To safely remove overweight communal bin loads where necessary and dismantle oversized bulk items to enable their safe handling, transport and disposal.
19.	To complete and maintain accurate records of work undertaken, including vehicle checks, disposal tickets, waste collection logs and other required documentation using paper or electronic systems in accordance with council procedures.
20.	To follow council health and safety policies, risk assessments and safe systems of work at all times during operational duties.
21.	To follow daily work schedules or task lists provided by line manager, reporting progress and completion of assigned tasks, including notifying the line manager where issues prevent completion or work is completed earlier than expected.

22.	To remain at assigned work locations unless directed otherwise and to inform the line manager when leaving an allocated work area or undertaking alternative duties to ensure effective service coordination and safety.
23.	To communicate effectively with residents, colleagues and managers by responding promptly to inquiries or work requests using phone, electronic systems or in person, and ensuring tasks are completed in line with service priorities and instructions.
CORPORATE RESPONSIBILITIES	
24.	To actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
25.	To develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
26.	To promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
27.	To support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
28.	To promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
29.	To adhere to the council's commitment to the health, safety and welfare at work policy.
30.	To ensure that all duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, and the Council's Health & Safety Policy.
31.	To remain vigilant to any issues that may affect the wellbeing of staff, residents, or visitors, and take appropriate steps to report or address concerns in a timely and responsible manner.

32.	To uphold the council's values and behaviours in all aspects of work and act as a professional representative of the organisation when dealing with residents, colleagues and the public.
PEOPLE	
33.	To develop and maintain positive working relationships with colleagues, residents, contractors and other stakeholders, including external agencies where necessary to support effective service delivery.
34.	To communicate with residents, contractors and members of the public in a professional and respectful manner while carrying out duties on council estates.
35.	To work collaboratively with colleagues and other council teams to support effective delivery of estate cleaning, waste removal and caretaking services.
36.	To attend meetings, briefings, training or team-building activities as required to support service delivery, ongoing professional development and team cohesion.
SERVICE	
37.	To carry out all duties to a consistently high standard, ensuring estate cleaning, waste removal and caretaking tasks meet resident expectations and service standards.
38.	To support service improvement by participating in inspections, audits and quality checks and reporting recurring issues or suggesting changes.
39.	To ensure that all resources, including vehicles, tools, equipment and materials are used effectively to support service outcomes and value for money.
40.	To support service delivery by covering absences and vacancies, assisting other team members and responding to urgent service needs as required.
PERFORMANCE	
41.	To complete scheduled tasks in line with operational schedules, task lists and agreed service standards, ensuring work is carried out efficiently, on time and in accordance with

	agreed priorities and methods. This includes maintaining good timekeeping, attendance and adherence to agreed break and shift times.
42.	To ensure accurate records of tasks, incidents and actions taken are maintained to support service monitoring and performance tracking.
43.	To ensure waste removal and other assigned duties are completed in line with agreed frequencies and priorities, supporting the overall objectives of the team and meeting resident expectations.
44.	To acknowledge that this job description serves as a guide and may be updated to reflect changing circumstances and service demands.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Requirements	Person Specification for the Post	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<ul style="list-style-type: none"> • Understanding of estate services, including waste removal, communal area cleaning and caretaking practices. • Awareness of health and safety principles, including safe manual handling techniques. • Knowledge of basic reporting methods for tasks, incidents or communication using paper or electronic systems. • Understanding of recycling, waste disposal best practices and environmental responsibilities. 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Qualifications & Experience	<ul style="list-style-type: none"> • Full UK driving licence (Category B) with entitlement to drive vehicles up to 3.5 tonnes. • Ability to drive council vehicles safely and passing the council's driving competency test. • Experience working in an outdoor, manual or physically demanding role. • Experience using tools, small equipment or manual handling in a work environment. • Demonstrates commitment to continuous learning and supports others by sharing knowledge and best practice. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<ul style="list-style-type: none"> • Ability to quickly learn and adapt to new systems, tools and working techniques. • Experience in estate services, waste management or similar operational roles. • Experience with manual handling, lifting and moving techniques. 	E D D	A/I A/I A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<ul style="list-style-type: none"> • Ability to work effectively as part of a mobile team, supporting colleagues during high workloads or urgent tasks. • Willingness to collaborate with other council teams when required. • Contributes to a positive team environment and builds positive working relationships with colleagues, residents, contractors and external partners. 	E E E	A/I A/I A/I
We are OPEN and transparent	<ul style="list-style-type: none"> • Ability to communicate clearly and professionally with residents, colleagues and managers. • Demonstrates honesty, integrity and transparency in day-to-day work. • Willingness to share information and keep relevant parties informed in a timely manner. 	E E E	A/I I A/I

<p>We are WILLING to challenge, innovate and be accountable</p>	<ul style="list-style-type: none"> • Ability to take ownership of tasks and be accountable for outcomes. • Ability to make suggestions to improve working practices or service delivery. • Willingness to adapt to new processes, systems, tasks priorities or varying working conditions. 	E	A/I
		E	A/I
		E	A/I
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<ul style="list-style-type: none"> • Demonstrates pride in their work, consistently delivering high-quality estate services and meeting or exceeding service standards. • Ability to seek learning opportunities and apply lessons learned to improve performance and service delivery. • Shows motivation and commitment to delivering a clean and safe environment. 	E	A/I
		E	A/I
		E	A/I
<p>We RESPECT all communities; they are the heart of everything we do</p>	<ul style="list-style-type: none"> • Demonstrates respect when working in diverse communities and in challenging or sensitive situations. • Understands and responds appropriately to the diverse needs of the community. • Promotes inclusive and non-discriminatory service delivery at all times. 	E	A/I
		E	A/I
		E	A/I
<p>Additional Requirements</p>	<ul style="list-style-type: none"> • Ability to work flexibly across multiple estates and locations in response to service demands. 	E	A/I

	<ul style="list-style-type: none"> • Ability to maintain reliable, attendance, punctuality and consistency in line with operational requirements. • Ability to communicate effectively using mobile phones, PDAs or similar devices. • Ability to work independently and as part of a team, supporting colleagues when required. • Ability to physically carry out manual work including lifting and moving bulky items. • Ability to work outdoors in all weather conditions. 	E	A/I
		E	A/I
		E	A/I
		E	A/I
		E	A/I