

Job Description

Operations Technician	
Grade	D
Directorate	Operations
Place of Employment	Dockyard, Griffin Lane, Norwich - mobile across Broads Executive area

Main Purpose of the Job:

To assist in the carrying out of construction and maintenance projects which help maintain and enhance the Broads Rivers and waterways. Utilising skills and practical knowledge assist in providing safe and attractive boating and recreational facilities for all users of the Broads waterways as well as enhancing the nature conservation and the unique landscape value of the Broads.

Main Activities and Responsibilities:

1. Undertake a wide range of works including river maintenance, dredging, piling, construction, tree and fen work, small building projects and signage as part of a planned works programme, working with small groups of volunteers from time to time.
2. Responsible for the safe operation of the vehicles, vessels/ work boats and plant in connection with dredging, maintenance works and pollution incidents.
3. Operate a wide variety of different equipment including chainsaws to CS30/CS31 level, 360° excavators up to 10 tonnes, pumps, spraying equipment, generators, Grove crane, weed harvester, dumper, welders, woodwork and metal work machinery and other hand held power tools. To undertake fen management work operating the Fen Harvester and other plant, machinery and tools to cut and remove the vegetation as instructed.
4. Ensure that the Authority's workboats, vehicles and plant are maintained to high standards of care and maintenance, reporting defects to the Senior Technician, Construction or Maintenance Supervisor as appropriate, carry out regular maintenance and minor repairs, dealing with such defects where appropriate and liaising/ cooperating with the Authority's staff/contractors concerning maintenance of vessels, vehicles and plant.
5. Safely moor/park the Authority's work vessels, vehicles, plant and equipment in accordance with operational requirements and with regard to tides and location, ensuring they are safely and securely moored/parked when unattended as instructed by the Senior Technicians, Construction/Maintenance Supervisor or HofC&M.
6. Assist in all aspects of the Broads Authority's construction and maintenance works programme, including dredging, mud pumping, land based building projects, tree and fen work, maintenance, signage, removal of navigational obstructions, moorings upkeep and repairs as directed by Senior Technicians, Supervisors or HofC&M.

7. Support the Fen Grazing Project, helping to check, feed & water animals, moving feed and equipment, assisting when necessary in animal handling and moving operations.
8. Assist the Operations Fitters with rigging and de-rigging of cranes, or in the workboat refit programme which will include the lifting, cleaning and painting of a wide variety of workboats and may include basic diesel maintenance tasks as directed by Senior Technicians, Supervisors or HofC&M.
9. To be included in the emergency out-of-hours operatives rota provided by the Police, Coastguard and other emergency services, in the event of an incident to help attend and mobilize the Authorities response.
10. To work flexibly across the areas as required by operational need and to carry out other duties commensurate to the nature and grade of the post as directed by the line manager and/or director.

Key Relationships:

1. Reports directly to the Construction or Maintenance Supervisor as appropriate
2. Working closely with the Senior Technicians, Construction & Maintenance Supervisor and Design Supervisor ensure the broad range of projects are delivered effectively and efficiently.
3. Working with small groups of volunteers
4. The boating and general public, including riverside business owners and landowners, members of other Public Services including the Emergency Services, HM Coastguard, Port & Harbour Authority, Environment Agency, Natural England and Non Governmental Organisations (NGOs).

Person Profile

Specification	Essential	Desirable
Education & Qualifications	▪ Experience and/ or training in the use of some or all of the following: - wherries, workboats, 360 excavator up to 10 tonnes, dumper, tractors, trailers mud-pumping, chainsaws, brush cutters, herbicide application, telescopic arms, cutting and welding gear ▪ A current driving licence. ▪ RYA Power Boat Level 2 Certificate ▪ First Aid Certificate ▪ VHF Radio Certificate ▪ Oil pollution training	▪ Degree or equivalent in a relevant discipline.
Specialist Knowledge & Skills	▪ Experience in a range of construction skills such as dredging, piling, surfacing, earthworks, landscaping, timber construction, general building work. ▪ Boat handling experience/skills Able to understand risk assessments	▪ RYA Day Skipper ▪ Experience and /or training in the use of some or all of the following: ▪ Tracked vehicles. ▪ JCB Fastrac with large trailers (low loader for carrying machines, bulk harvest trailer; water bowser); Teleporter; HIAB; ▪ Chainsaw; Brushcutter; herbicide application. ▪ Experience and/or training in maintenance of above types of equipment. ▪ Experience of practical conservation work particularly on fen habitats. ▪ Some basic knowledge of habitat management. ▪ Some experience/knowledge of animal handling and welfare.

Specification	Essential	Desirable
Mental Skills	▪ The post will require the use of judgemental, creative and developmental skills to solve varied problems over the short. ▪ A flexible approach and attitude to encompass a wide range of tasks and work that the Operations teams undertake	
Interpersonal & Communication Skills	▪ The post will involve advisory and guidance to work colleagues and volunteers ▪ The post will involve talking to members of the public and staff whilst on site e.g. explaining nature of the project ▪ To be able to represent the Authority positively through communication with landowners and members of the public ▪ Tact will be required when dealing with the public on site	▪ Some level of leadership capability in safety/risk situations
Physical Skills	▪ Good level of physical fitness and mobility to withstand periodic high levels of physical activity ▪ The team is expected to deliver projects of a high specification and therefore the job has a high demand for precision ▪ The post involves using plant on sensitive habitats with a soft surface, sometimes with obstacles and risks eg stumps, and unstable parts. ▪ Post involves regularly using large tractor & trailers in rural setting (narrow lanes, tracks, difficult manoeuvring).	▪ Certification in Chainsaw and/or Brush cutting ▪ Basic understanding and application of construction skills.

Specification	Essential	Desirable
Initiative & Independence	▪ Able to work as an individual or as part of a team ▪ To be able to resolve minor site based constructional or operational problems without reference to others	▪ The construction of piled moorings, boardwalks, erection of fences and stiles, replacing fendering, building paths and large amounts of tree felling requires considerable physical demands with periodic requirements for very high physical effort ▪ The use of large work vessels, wherries, tugs, etc requires prolonged periods of sitting in constrained position in wheelhouses
Physical Demands	▪ The construction of piled moorings, boardwalks, erection of fences and stiles, replacing fendering, building paths and large amounts of tree felling requires considerable physical demands with periodic requirements for very high physical effort ▪ The use of large work vessels, wherries, tugs, etc requires prolonged periods of sitting in constrained position in wheelhouses	
Mental Demands	▪ The use of works vessels and other plant and equipment requires prolonged periods of concentrated sensory attention	

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Emotional Demands	▪ Contact with the public, landowners, suppliers and contractors may occasionally place emotional demands on the postholder especially with out of hours callout issues although this would be infrequent ▪ Work involving restriction / closure of the navigation can bring the postholder into contact with discontented members of the public	
Responsibility for People	▪ The post holder will be responsible for ensuring that the appropriate health and safety precautions are taken on site, which will have a direct impact of the well being of the public ▪ Considerable direct physical impact through maintaining safe navigation and countryside sites on users of the Broads generally	
Responsibility for Supervision	▪ The post holder will be responsible for working in accordance with risk assessments/ method statements whilst on site, but has no supervisory responsibility	
Responsibility for Financial Resources	▪ Responsible for accounting for small expenditures from an agreed budget	

Specification	Essential	Desirable
Responsibility for Physical Resources	▪ Able to adapt designs so that they work on site and responsible for the cleaning, checking and security of a wide range of equipment and vessels ▪ Contribute to safety and welfare of animals.	
Working Conditions	▪ This post will involve working in disagreeable, unpleasant and hazardous conditions. These include sites with lying water and soft surfaces, biting insects, and variously hot, cold, and wet weather conditions. Also working in the noise of machines. Inevitably the post requires being outdoors for much of the working week.	

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