Glasgow Life

Role Profile Description

Date	**July 2006**
Family	**Community Facilities User Support**
Role profile Level Number	5b
Reporting line (general)	
Purpose	
To supervise a team providing a facilitating service or enabling customers to make use of a facility.	
Work area statement	
Action	**End Result**
Service provision	
Monitor service/facilities performance and initiate any corrective action.	• Quality, accuracy, etc standards kept • Positive feedback from users
Work organisation	
Plan and organise the work of the team, allocating tasks, giving instruction as appropriate and controlling performance.	• Team usefully employed • Team understand tasks • Work done to time and standards • Performance issues addressed
Safety & security	
Assess the work situation and implement the relevant safety and security measures.	• Safe environment • Proper tools and equipment utilised • Proper precautions
People management	
Lead the team and carry out delegated supervisory duties in respect of recruitment, training, and disciplinary issues.	• Trained staff • Motivated people • Team objectives achieved
Budget	
Assist in budget control of the team's work and identify actual / potential problems.	• Cost control to plan • Overspend spotted early • Issues brought to the attention of management
Income	
Promote the paid use or purchase of services or goods. Collect cash from a variety of sources and/or individuals, reconcile daily and bank.	• Revenues • Correct cash received & change given • Takings secure, reconciled & banked daily • Receipts correctly issued as required
User requests & enquiries	
Receive and resolve customer queries and complaints, referring serious issues as necessary.	• Satisfied customers & general public • Incidents reported as required by procedures
Reports & records	
Collect information and compile reports.	• Procedures adhered to and recorded • Reports made accurately & on time • Accurate and complete records
Service improvement	
Meet with customers/partners to review service delivery and resolve problems.	• Service improvement ideas • Satisfied users / partners

Nature of contacts and relationship (who and the nature of the communications)
General public, users, partners to answer queries & deal with problems and discuss service improvements. Emergency services: informing, working with & assisting to address incidents
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Wide variety of possible situations. Both inside & outside in all weathers. May work in leisure facilities, public amenities, possible working with work specific chemicals & on/with machinery. Handling initial response to emergency situations including fires/floods.
Procedural Context (creativity, discretion, impact)
Work carried out to budget and plans; defined standards. Discipline, absence management, etc. within CSG procedural framework.
Key facts and figure ranges (include likely size of any team managed)
Team supervision/management– 6-15.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Further education qualification or equivalent.
Work knowledge
In depth knowledge of work area. Relevant CSG procedures inc. people supervision and H&S.
Work skills and equipment operated
Supervisory skills. Set up and trouble shoot access equipment etc. Driving & operating standard road vehicles; set up & use access equipment; sound/PA/AV. systems; computer keyboard; cleaning equipment.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Communicating	2
2	Personal Effectiveness - Self development	2
3	Personal Effectiveness - Decision making	1
4	Providing Excellent Customer Service - Customer orientation	2
5	Providing Excellent Customer Service - Forward thinking	1
6	Leadership - Takes initiative	1
7	Delivering Results - Motivation	2
8	Delivering Results - Planning	1