Role Profile

Date	**1 June 2007**
Family	**Operational Services**
Role Profile Level	**4A**

PURPOSE
To carry out a range of skilled duties to set standards using specialised tools and / or equipment to provide an operational service.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Assess the work situation, plan & prepare the work needed to meet given targets / standards.	• Work situation assessed, problems diagnosed • Make any calculations & drawings needed • Work plan & method produced
Work – operational service	
Carry out the necessary specialised operational work to meet programme requirements.	• Work complete to required standards • Programme targets met
Work – maintenance	
Maintain the facility / equipment to relevant standards & carry out any necessary repairs.	• Breakdowns / operating problems diagnosed accurately • Solutions established & agreed • Complex repairs & modifications achieved
Plant, tools & equipment	
Set up & maintain adjustment and operate specialised equipment to produce consistent results within the defined specification.	• Complex adjustments made as needed • Work progresses to set standards • Equipment maintained in good order
Resources	
Maintain stock levels as set; determine & assemble the materials needed for assigned work.	• Stock levels kept to set amounts • Correct quantity / quality / specification materials available for use
Reports	
Compile, collate and maintain records as required by Council procedure, contract and relevant regulations.	• Personal records complete, on time • Work records & alterations accurately recorded (inc. time, quantities, etc) • Council procedures complied with
Customer service	
Deal with straightforward problems & incidents directly, and refer other issues.	• Problems identified & actions initiated to resolve them • Customers accept / agree actions • Management kept aware of situation • Council procedures followed
Compliance	
Be aware of, interpret & implement relevant regulations, practices & procedures & assess risk before carrying out work.	• Risks assessed & action plan • Regulations & Council procedures complied with

People management	
Assist colleagues in the proper conduct of work.	• Quality and standards of team's work maintained • Assist team members

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Team – work with, exchange information, discuss problems; demonstrate & give guidance to others; Encourage and assist work of team; liaise with management Customers, public – provide information and answer queries & problems, initiate solutions; occasionally may be subject to abuse; sensitivity to client circumstances (e.g. bereaved, passengers).
Working Environment Context (physical, disagreeable, health and safety aspects)
Either predominately inside a) in normal building environment, b) in kitchen areas which may be hot/cold, smelly or c) on site, predominately outside in all weather conditions with need to continue work even though shelter is available. Site conditions include drainage, excavations, ladders, scaffolding and roads. Some manual handling of materials within the limits of H&S. Materials may be potentially hazardous if not used correctly and in the correct proportions. Variety of site specific hazards and conditions including machinery, tools & equipment which need careful use. May have to wear suitable protective clothing.
Creativity; discretion; impact: concentration
Working to established standards and procedures under general supervision but interpreting them to suit the particular work conditions and problems. Given the relevant work programme, drawings & layouts and will make the necessary measurements and calculations to carry out the work. Diagnose the given problems and determine the best approach to address them within the scope of the established standards and work best practice. Solutions to complicated problems especially those with wider implications, such as additional cost or affecting other work areas, would be referred to supervision for approval. Determine the priorities of the team's work and the general approach to resolve work problems.
Planning requirement
Organise workload to complete assigned work over the next few days or week, recognising & sorting out conflicting priorities. Carry out a visual risk assessment
Key facts and figure ranges (include likely size of any team managed)
No formal supervision responsibilities
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Good standard of education, equivalent to SVQ 3 or similar, with relevant certificates of competence in carrying out assigned work and in use of complex plant, equipment, vehicles and materials. Appreciation of different materials and the correct application in relevant circumstances. Understanding of work methods and which equipment is most suitable, and of the potential hazards and how to address them. Overall understanding of the variety of equipment & materials used and their correct application.
Equipment operated and essential skills
Trade specific tools & equipment. Complex plant, equipment, machinery, and vehicles with the ability to set up, operate, adjust and continuously maintain settings competently to complete given work to the defined standards.