Glasgow Life

Role Profile Description

Date	**July 2006**
Family	**Community Facilities User Support**
Role profile Level Number	2
Reporting line (general)	
Purpose	
To provide a facilitating service to the public.	
Work area statement	
Action	**End Result**
Service provision	
Provide a general assistance service, or limited range of services, to users to help them make use of the facility / service.	• Users able to make proper use of facility • Safe & secure environment • Clean & tidy facility • Set standards met
Set out facility	
Make the facility available for use, including setting out items and making necessary equipment adjustments.	• Facility satisfactorily prepared and set up as necessary • Standard adjustments made to equipment • Equipment checked for good working order
Support to users	
Assist the user to make use of the facility and assure their awareness of safe and proper use.	• User shown location, layout • Safety checks complete • User able to use facility properly
User requests & enquiries	
Respond politely and helpfully to requests and enquiries from users, direct them to a relevant source for resolution.	• Response initiated with appropriate information • User satisfied or assisted towards further help
Incidents	
Monitor activities and report any problems concerning work or tools/equipment and incidents encountered.	• Potential problems identified • Relevant authority notified • CSG procedures complied with
Reports & records	
Maintain relevant records and submit reports.	• Record of work done / time spent / cash taken
Cash (where required)	
Promote the paid use or purchase of services or goods. Receive, keep secure, reconcile, hand over cash and issue receipts as required.	• Revenues • Correct cash received and handed over as procedure • Receipts issued

Nature of contacts and relationship (who and the nature of the communications)
General public & users to: respond to basic questions: show in/out of facility; help use a facility. Will show other team members how the facility or equipment works.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Wide variety of possible situations. Both inside & outside in all weathers. May work in dirty, unclean environments, dealing with unpleasant organic & inorganic matter and with work specific chemicals.. May work in leisure facilities, public amenities.
Procedural Context (creativity, discretion, impact)
Set routines and straightforward procedures govern work with limited discretion & initiative, within guidelines, to deal with most work situations.
Key facts and figure ranges (include likely size of any team managed)
None.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Reliable, socially responsible. Disclosure Scotland, SCRO's where relevant. Literacy & numeracy skills desirable, SVQ 1 or 2 desirable. Possible recognised certification available for service provided learnt over extended practice and experience.
Work knowledge
Good understanding of equipment, materials used Able to effectively show users how to operate /use facility and associated equipment Full awareness of relevant COSHH, H&S, etc. requirements. Able to receive payments in variety of forms for service provided.
Work skills and equipment operated
May use standard equipment that requires setting up & adjustment. Aware of safety / operational issues concerning materials & equipment. Competent personal capability in the operation or use of straightforward facilities or equipment used in the service.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Communicating	1
2	Personal Effectiveness - Self development	1
3	Providing Excellent Customer Service - Customer orientation	1
4	Providing Excellent Customer Service – Collaboration	1
5	Delivering Results – Motivation	1
6		
7		
8		