

Role Profile

Date	1 June 2007
Family	Operational Services
Role Profile Level	3A

PURPOSE

To carry out a range of work / skilled duties using specialised / trade specific tools & equipment to established standards.

ROLE ACCOUNTABILITY	END RESULT
Planning	
Prepare for, plan & organise assigned work load to complete it within given timescale, meet priorities and fit in with others.	• Work prepared & planned accurately • Work complete on time, priorities met • Work co-ordinated with rest of the team
Work – operational service	
Carry out assigned work to the relevant standards and specifications	• Work done to set standards • Correct approach / method used
Work – maintenance	
Maintain the facility / equipment to given standards & carry out necessary repairs.	• Maintenance routines completed • Minor repairs carried out • Major problems assessed & referred
Work – security	
Maintain the security of the site / premises to set standards, operate surveillance equipment & retain records as prescribed.	• Site / premises kept secure & safe to use • Routine incidents dealt with • Major incidents referred quickly • Records taken & kept secure
Work - driving	
Operate vehicles, plant & machinery to undertake an operational service to required standards.	• Plant / machinery operated competently • Load delivered safely to correct location • Work done to set standards
Plant, tools & equipment	
Operate specialised equipment / trade tools in the correct manner & carry out routine adjustments & maintenance.	• Equipment kept in good order • Best tools for the job used • Correct settings maintained & adjustments made
Resources	
Maintain stock levels as set; determine & assemble the materials needed for assigned work.	• Stock levels kept to set amounts • Correct quantity / quality materials available for use; correct dosage
Reports	
Compile, collate and maintain records as required by Council procedure and relevant regulations.	• Personal records complete, on time • Work records accurately recorded • Council procedures complied with
Customer service	
Report any problems or incidents encountered and respond to customer queries.	• Supervision aware of issues promptly • Initial steps taken to resolve problems • Breakdowns & deficiencies recorded & reported

Compliance	
Be aware of and implement relevant practices & procedures (inc. H&S, COSHH, risk assessment, etc.)	• Safe working for self & others • Appropriate plans & precautions taken • Compliance with relevant regulations
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 team members; allocate and assist work of team Discuss work method; receive and clarify instructions; report problems Customers, public – try to resolve 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. Frequent 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. May be lone worker.	
Creativity; discretion; impact: concentration	
Work to a given pattern with defined standards and work methods under general direction, comply with assigned duties. Some initiative to suggest better work methods, alter order of work to achieve priorities, and use alternative equipment to get work done satisfactorily.	
Planning requirement	
Organise workload to complete assigned work over the next few days, recognising 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 2 or similar, with relevant certificates of competence in use of plant, equipment, vehicles and materials. Aware of correct proportions & applications in preparing & using materials. Understanding of work methods and potential hazards and capability to cope with them.	
Equipment operated and essential skills	
Trade specific tools. Plant, equipment, machinery, and vehicles with the ability to set up, operate, and adjust settings competently to complete given work to the defined standards.	