

Role Profile

Date	1 June 2007
Family	Operational Services
Role Profile Level	2A

PURPOSE

To undertake a range of operational duties using powered tools & equipment as necessary.

ROLE ACCOUNTABILITY	END RESULT
Planning	
Plan & organise given duties to complete them within the allotted time during the day.	- Given tasks / routines done on time - Own time used effectively - Work sequenced effectively
Work – operational service	
Carry out a range of operational service duties using appropriate tools & equipment.	- Work done to set standards - Appropriate tools etc used for task
Work – maintenance	
Carry out routine maintenance & repair duties as per programme.	- Premises / equipment safe, tidy, in good order - Correct materials & dosage used - Non-routine matters reported for action
Work – security (inspections)	
Carry out periodic inspections of assigned locations / operate simple surveillance equipment, identify incidents & initiate action.	- Inspections & patrols done to schedule / route - Incidents & infringements spotted & action taken - Premises secure & alarmed - Council procedures followed
Work – delivery	
Collect, transport & deliver people, goods & materials as instructed.	- Load delivered safely to correct location - Scheduled times met
Plant, tools & equipment	
Check equipment is safe for use & properly adjusted, use correctly, and carry out basic (daily) maintenance.	- Equipment safe & in good order - Correct settings maintained - Faults / deficiencies reported promptly
Reports	
Maintain & submit records / recordings as required.	- Personal / work records complete, accurate, on time - Records submitted / filed - Council procedures complied with
Customer service	
Report any problems or incidents encountered and receive customer queries.	- Supervision aware of issues promptly - Breakdowns, incidents reported & recorded - Customer queries received & replied to / referred as appropriate
Compliance	
Be aware of and apply relevant practices & procedures (inc H&S, risk assessment etc).	- Safe working for self & others - Appropriate precautions taken - Relevant practices & 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; allocate and assist work of team Receive and clarify instructions; report problems Customers, public – answer simple questions politely and refer all others; occasionally may be subject to abuse.
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 hazards especially in site conditions and kitchens, including tools & equipment which need to be used carefully. May have to wear suitable protective clothing. May be lone worker.
Creativity; discretion; impact: concentration
Clearly defined routines, following instructions to meet timetable and priorities, and usually supervised. Limited scope to modify work, discretion in the case of safety considerations. Non-standard matters generally referred to supervision. Impact is on immediate work area.
Planning requirement
Plan a clearly defined series of tasks to complete them within the day and prepare for tomorrow's work.
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.)
Equivalent to SVQ 1 / 2 or similar. Understand basic procedures and work practice.
Equipment operated and essential skills
Simple power and hand tools – competent to use satisfactorily; able to carry out routine daily checks and maintenance. Light vehicle; competent driving skills. CCTV – simple operation of basic recording.