

Glasgow Life
Role Profile Description

Date	July 2006
Family	Community Facilities User Support
Role profile Level Number	4
Reporting line (general)	
Purpose	
To provide a specialised service to enable customers to make informed use of the service or facility.	
Work area statement	
Action	End Result
Service provision	
Provide a specialist service involving complex equipment / processes to enable users to access, examine & utilise assets and information.	• Quality, accuracy, security, etc standards achieved • Satisfied users
Set up facility	
Set up equipment & facilities for use by users and watch over its continued operation.	• Facilities / equipment set up as necessary • Adjustments made to equipment • Continuing proper operation & use
Advice & expertise	
Provide advice to colleagues and customers on matters concerning the specialised field, and keep up to date with developments.	• Sound advice given / proffered • Informed customers • Appropriate level of personal expertise & knowledge base maintained
Work organisation	
Plan and organise the work of the team and self, within set framework, allocating tasks, giving instruction as appropriate and checking performance.	• Team usefully employed • Team understand tasks • Work done to time and standards
Safety & security	
Assess the work situation, identify the relevant precautionary, safety, and security measures and act accordingly.	• Safe environment • Proper tools and equipment utilised • Proper precautions known & taken
Cash (where required)	
Promote the paid use or purchase of services or goods.	• Revenues • Correct cash received, kept safe & reconciled daily.
Receive, keep secure, reconcile, hand over cash and issue receipts as required.	• Handed over as procedure • Receipts issued
Incidents	
Monitor the work situation, be aware of the environment, react to incidents as laid down and report back as necessary to relevant authority.	• Problems identified • Suitable response from appropriate level initiated • Reports kept as procedure
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, compile and submit reports.	• Procedures adhered to and recorded • Reports made accurately & on time • Accurate and complete records

Nature of contacts and relationship (who and the nature of the communications)		
General public & users – ensuring appropriate use of facility, responding to queries, showing to location. Team – showing team members how to use facility or equipment Others in the same field to keep up to date with developments, best practice.		
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 specification, standards and guidelines.		
Key facts and figure ranges (include likely size of any team managed)		
May be required to day to day supervise team of staff.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Further education qualification or equivalent, specialist trained in discipline with relevant accreditation, as appropriate.		
Work knowledge		
In depth knowledge of work area to enable effective communication to users. Sound knowledge of use and storage of specialised materials and potential risks.		
Work skills and equipment operated		
May using complex equipment or processes that requires setting up & adjustment. Ability to set up, adjust, and continue to use complex equipment. Complex equipment (inc. computers, specialised equipment e.g. portable loop system, brail machine, swimming pool hoists).		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness - Self development	1
2	Personal Effectiveness - Decision making	1
3	Providing Excellent Customer Service - Customer orientation	1
4	Providing Excellent Customer Service - Forward thinking	1
5	Leadership – Takes initiative	1
6	Delivering Results – Motivation	1
7	Delivering Results – Planning	1
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