

Role Profile

Date	1 June 2007
Family	Learning & Personal Development
Role Profile Level	2A

PURPOSE

To support the delivery of learning and training to individuals or groups of people.

ROLE ACCOUNTABILITY	END RESULT
Planning/Preparation	
Prepare for a defined programme/ activity to take place within a specified timescale.	- The programme/activity takes place to required content and standards. - Appropriate equipment and materials in place
Delivery	
Support the delivery of a specific programme/activity under direction.	The programme/activity is delivered effectively
Co-ordination	
Ensure the availability and set up of the necessary materials and equipment required to deliver the programme/activity. Maintain control and order materials	Materials and equipment is effectively delivered and in working order to enhance the programme/activity
Record Keeping	
Carry out routine record keeping.	- Records are maintained in an accurate and complete manner in the required format - The impact on the individual/group can be assessed
Practical Assistance	
Provide practical assistance to service users.	Health and Safety requirements met, particularly of vulnerable service users
Reception and cash handling	
Provide a basic reception service at events/facilities – meeting and greeting users – taking bookings and fees.	- Users welcomed - Courses Booked - Fees receipted

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Contact with the public, clients and client groups – answering questions and providing information – taking bookings and fees. Clients and client groups may include unpredictable users.
Working Environment Context (physical, disagreeable, health and safety aspects)
Predominantly in Council premises or in the community – may involve working outside and in inclement weather.
Creativity; discretion; impact: concentration
Providing services within well established instructions and standards.
Planning requirement
Organise and co-ordinate events under direction.
Key facts and figure ranges (include likely size of any team managed)
Post holders will be responsible for setting up the work area including use of any equipment and maintaining records. May also collect and handle fees
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.)
Literate and numerate Basic knowledge of the discipline and nature of facilities and client groups Communication skills
Equipment operated and essential skills
Operation of relevant equipment Basic IT skills