

Glasgow City Council

Role Profile Description

Date	July 2006
Family	Community Facilities User Support
Role profile Level Number	1
Reporting line (general)	
Purpose	
To provide a service carrying out duties of a straightforward nature with basic equipment to enable users to utilise a facility or service.	
Work area statement	
Action	End Result
Service provision	
Provide a mix of cleaning; maintenance; and/or security services for users.	• Safe & secure environment • Clean & tidy facility • Set standards met
Set out facility	
Make the facility available for use, including setting out items.	• Facility satisfactorily prepared as instructed • Facility available for use • Items set out as instructed
Support to users	
Assist the user to make use of the facility.	• User shown location, layout • User able to use facility properly
Inspection & maintenance	
Carry out basic inspection and maintenance of tools and equipment.	• Tools/equipment are in good order
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	
Report any problems concerning work or tools/equipment and incidents encountered.	• Corrective action initiated • GCC procedures complied with
Reports & records	
Maintain relevant records and submit reports.	• Record of work done / time spent / cash taken
Cash	
Receive, keep secure, and hand over cash, issue receipt as necessary.	• Correct cash received and handed over as procedure • Receipt 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.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Wide variety of possible situations. Both inside, and outside in all weathers; cleaning dirty facilities, may encounter unpleasant matter. May work in leisure facilities, public amenities.		
Procedural Context (creativity, discretion, impact)		
Set routines and simple procedures govern work; often working alone without immediate supervision.		
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.		
Basic literacy desirable, SVQ 1 desirable.		
Work knowledge		
Understanding of equipment, materials used e.g. cleaning; basic customer service skills		
Awareness of relevant COSHH, H&S, etc. requirements.		
Able to give change in small cash transactions.		
Work skills and equipment operated		
Aware of safety / operational issues concerning materials & equipment; hand tools and basic use of powered tools (e.g. vacuum & other cleaning tools).		
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		