

Glasgow City Council

Role Profile Description

Date	February 2006
Family	Physical & Environmental Services
Role profile Level Number	4a
Reporting line (general)	Local manager
Purpose	
To co-ordinate the work of a small team building, maintaining and/or repairing Council facilities and transport people and materials.	
Work area statement	
Action	End Result
Work – planning	
Plan and organise work, and co-ordinate with other team members.	- Allocated work completed on time, to standards and quantity - Work sequenced to fit in with others
People Management	
Co-ordinate, support, and advise team members in carrying out the assigned work, monitor work, check quality, & control timekeeping.	- Team usefully deployed - Work done to time, quality, etc - Team members aware of techniques etc, mentored - Team members work deficiencies corrected or reported
Work - maintain / build	
Build or maintain / repair facilities as instructed.	- Ensure team performance standards met; accuracy, quality, quantity - Safe operation
Work – transport	
Transport people and/or goods and materials to/from work location.	People and/or goods & materials safely arrive, on time, at correct location
Materials	
Obtain and apply materials and/or horticultural products to the facility for new build or maintenance.	- Correct dosage / coverage - Plant growth; disease & pests controlled
Plant & equipment	
Carry out routine checks and maintenance of plant /equipment and keep properly adjusted for the task in hand.	- Plant in good order and correctly adjusted for task - Breakdowns, problems referred promptly
Records	
Ensure work records are produced for self and team members as prescribed.	- Accurate and complete record of work, time, material use etc as GCC procedure - Records retained in format required and proper location
Service delivery	
Investigate and resolve problems and incidents encountered in work situations within generally accepted guidelines.	- GCC aware of situation - Team understand what to do to correct - Corrective action initiated
Health & Safety	
Understand and apply H&S practices and procedures and explain them to the team.	- Safe working for self and colleagues - Safe use, storage and disposal of materials - Adherence to relevant regulations by team

Nature of contacts and relationship (who and the nature of the communications)		
Interaction with public, respond to queries, deal with abuse. Co-ordinate work of and work with other team members, mentor, encourage and advise. Liaise with supervisor on work plan, progress, & problems.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
External in all weathers; possibly contaminated environments and where building work is in progress; may deal with potentially hazardous materials, may be subject to abuse from public, attack from animals.		
Procedural Context (creativity, discretion, impact)		
Daily / weekly work schedule, operating standards; working to/with supervisor; keep records.		
Key facts and figure ranges (include likely size of any team managed)		
May work at several locations. Team 6 -10. Total staff 50+		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Applicable driving licence, Class B		
Appropriate qualification typically gained over 6 -10 weeks formal training		
Work knowledge		
Standard literacy and numeracy essential. Specialised practical skill / area of expertise – landscaping, construction, surfacing; use of special materials e.g. pesticides & herbicides needing PA1/PA6, blacktop. Good understanding of work area, able to support and advise team members.		
Work skills and equipment operated		
Able to carry out vehicle maintenance checks. People skills to co-ordinate team and provide support. Variety of tools & equipment.		
Key Competency Requirement		
	Competency	Level
1	Providing Excellent Customer Service - Customer orientation	1
2	Providing Excellent Customer Service - Collaboration	2
3	Leadership - Takes initiative	1
4	Leadership - Displays awareness	1
5	Delivering Results - Motivation	2
6	Delivering Results - Planning	1
7		
8		