Glasgow City Council

Role Profile Description

Date	**June 2006**
Family	**Physical & Environmental Services**
Role profile Level Number	2
Reporting line (general)	
Purpose	
To carry out regular maintenance duties on Council's facilities, to given standards, so they are kept in good order, and remove public waste so it is disposed efficiently.	
Work area statement	
Action	**End Result**
Work planning	
Plan and organise allocated work to be completed within the allotted time.	• Set tasks complete to standards, time and quantity
Instruct and guide colleagues in the distribution and conduct of work in the team.	• Work is of the team is given fairly to team members • The team's tasks complete to standards and quantity
Work – Preparation	
Assess, prepare and make working area available, secure and safe for workforce and public.	• Work can be done in safety • Damage to area / amenity avoided • Minimal interference of public amenity / traffic • Open / lock up facility & leave secure
Work – Maintenance	
Maintain facilities to given standards using hand and power tools and equipment, and application of horticultural products.	• Facilities in good order • Parks, gardens well cultivated • walkways, pavements in good order • GCC standards achieved
Work - Public waste collection	
Collect public waste safely and efficiently, and deal with exceptional items as GCC procedure.	• Waste collected & loaded on transport • Dwelling / road left tidy
Plant and equipment	
Carry out daily checks and routine maintenance and adjustment of equipment.	• Equipment in good order, correctly adjusted • Breakdowns, problems referred promptly
Materials	
Check materials stock and replenish as necessary.	• Adequate stocks of basic materials to hand • Any suspicious shortfalls reported
Records	
Maintain records as required.	• Accurate and complete record of work, time, material use etc as GCC procedure • Records kept in format required and proper location
Service delivery	
Report problems and incidents encountered in work situations.	• GCC aware of situation • Corrective action initiated
Health & Safety	
Be aware of and apply H&S practices and procedures.	• Safe working for self and colleagues • Safe collection & disposal of dangerous

	items • Adherence to relevant regulations • Safe use of products e.g. horticultural

Nature of contacts and relationship (who and the nature of the communications)

- Contact with public during work, may be asked questions, exchange of information.
- Report back facts to supervision.
- Information exchange & seeking / giving help to team members.

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)

Mainly outside in any weather (streets, buildings, open spaces, parks, river banks); possibly icy surfaces; contaminated, dirty, fouled areas and where building work in progress; dealing with potentially hazardous items and substances; potentially subject to abuse and attack from members of public and dogs or other animals; may need police presence.

Procedural Context (creativity, discretion, impact)

Established work routines and procedures.

Key facts and figure ranges (include likely size of any team managed)

Working within a beat (park, housing estate, etc), can move to several locations.
Will provide basic instruction and guidance to other team members as appropriate.

Skills, knowledge and qualifications

Formal qualifications required. Essential and generally preferred

Basic numeracy & literacy desirable not essential.
Previous experience of work area/discipline; internal or external to Council.

Work knowledge

Basic knowledge of the discipline, physical environment and nature of facilities maintained.
Working knowledge of standards; best practice; use of materials (blacktop, horticultural products, etc).
Aware of COSHH, H&S practice & procedures; impact of work on safety and possible risks.
GCC Code of Conduct.

Work skills and equipment operated

Ability to use and carry out basic maintenance and adjustment of power tools & machinery; operation of vehicles & equipment.
Hand tools, power tools, equipment e.g. lifting mechanisms.

Key Competency Requirement

	Competency	Level
1	Personal Effectiveness - Self-development	1
2	Providing Excellent Customer Service - Customer orientation	1
3	Providing Excellent Customer Service - Collaboration	1
4	Managing Change – Attitude	1
5	Delivering Results – Motivation	1
6		
7		
8		