Glasgow City Council

Role Profile Description

Date	**July 2006**
Family	**Community Facilities User Support**
Role profile Level Number	3
Reporting line (general)	
Purpose	
To provide a facilitating service to the public and/or co-ordinate the tasks of a small team.	
Work area statement	
Action	**End Result**
Service provision	
Provide a general service, or range of services, to users to help them make use of the facility / service.	• Users able to make proper use of facility • Work completed to time & quality
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
Safety & security	
Make the facility available for use, safe and secure.	• Safety checks complete • Equipment in good order • Facility opened up, and left secure after
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	
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
Reports & records	
Keep records of work, incidents, and other required information in the correct manner.	• Records compiled as laid down in written or verbal procedures
Cash (where required)	
Promote the paid use or purchase of services or goods. Receive, keep secure, reconcile, hand over cash and issue receipts as required.	• Revenues • Correct cash received, kept safe & reconciled daily. • Handed over as procedure • Receipts issued
Work organisation	
May allocate straightforward, basic work to team colleagues and co-ordinate the work tasks, under instruction.	• Work completed by team to set standards

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 – allocating & co-ordinating work tasks.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Wide variety of possible situations. Both inside & outside in all weathers. May work in dirty, unclean environments, dealing with unpleasant organic & inorganic matter and with work specific chemicals.. May work in leisure facilities, public amenities.
Procedural Context (creativity, discretion, impact)
Procedural framework with established work programmes and standards; limited discretion & initiative within guidelines in work situations & dealing with queries.
Key facts and figure ranges (include likely size of any team managed)
May allocate work to members of a small group.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Literacy & numeracy skills highly desirable; SVQ 2 (or equivalent) desirable. Disclosure Scotland, SCRO as applicable.
Work knowledge
Relevant COSHH, H&S. How to use work specific materials & equipment.
Work skills and equipment operated
May use standard equipment that requires setting up & adjustment Driving & operating standard road vehicles; set up & use access equipment; sound/PA/AV systems; computer keyboard; cleaning equipment.
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		