

# Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To provide a service enabling individual, groups and communities to access facilities which may involve using equipment that requires setting up and adjustment and co-ordinate the tasks of a small team.

## Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Prioritising activities within a series of allocated duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality</li> <li>• The team plan is met.</li> </ul>
<ul style="list-style-type: none"> <li>• Providing instruction and on-the-job training for colleagues.</li> <li>• Supervising, managing attendance, allocating and checking the work of colleagues in the same work area.</li> <li>• Contributing to team-working.</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> <li>• The team completes work to the set standards.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Carrying out allocated duties in accordance with procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Work is completed effectively and efficiently within a procedural framework, to established work programmes and standards.</li> </ul>
<ul style="list-style-type: none"> <li>• Keeping records of work, incidents and other required information in the correct manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Records are compiled, as laid down in written or verbal procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• Being aware of and monitoring the environment, taking appropriate action and adjusting priorities as necessary.</li> <li>• Reacting to incidents as laid down in procedures using limited discretion and initiative within guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Suitable responses are initiated from the appropriate level.</li> <li>• Reports are kept, in accordance with procedures.</li> </ul>
<b>Competency measurements</b>	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Reporting back problems/ issues to the relevant authority, as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Problems are identified and resolved</li> </ul>
<ul style="list-style-type: none"> <li>• Making recommendations for improvement.</li> <li>• Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements are identified and implemented.</li> </ul>
<b>Competency measurements</b>	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Setting up equipment and facilities for use by users and watching over their continued operation and assessing and managing the risks.</li> <li>Working with contractors.</li> </ul>	<ul style="list-style-type: none"> <li>Facilities and equipment are set up, as necessary.</li> <li>Adjustments are made to facilities/equipment.</li> <li>Proper operation and use is maintained.</li> <li>Risks/hazards are identified and managed.</li> </ul>
<ul style="list-style-type: none"> <li>Making the facility available for use, and keeping it safe and secure.</li> <li>Looking after facilities/equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Safety checks are completed.</li> <li>Equipment is in good order.</li> <li>The facility is opened up and left secure afterwards.</li> </ul>
<ul style="list-style-type: none"> <li>Handling cash, including client monies</li> <li>Receiving, keeping secure, reconciling and handing over cash</li> <li>Processing small amounts of money and small transactions.</li> <li>Issuing receipts, as required.</li> </ul>	<ul style="list-style-type: none"> <li>The correct cash is received, kept safe, and reconciled daily,</li> <li>Cash is handed over, in accordance with procedures.</li> <li>Receipts are issued.</li> </ul>
<b>Competency measurements</b>	
<p>Methodical, accurate and well-organised and prioritise own work schedules.            Keep track of spend and make sure work is approved and signed off as necessary.            Maintain recognised financial and other procedures and practices.</p>	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Providing a general service, or range of services, to users, to help them make use of the facility/service.</li> <li>Guiding and instructing users on how to access information where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Users are able to make proper use of facility.</li> <li>Work is completed to time and to the required level of quality.</li> </ul>
<ul style="list-style-type: none"> <li>Responding to requests and enquiries from users.</li> <li>Providing answers, or directing to a relevant source for resolution.</li> <li>Working with the general public and users ensuring appropriate use of the facility; responding to queries; showing users to the location.</li> </ul>	<ul style="list-style-type: none"> <li>Responses are initiated, with appropriate information.</li> <li>Users are satisfied or directed towards further help.</li> </ul>
<ul style="list-style-type: none"> <li>Guiding users out of the facility in emergencies.</li> </ul>	<ul style="list-style-type: none"> <li>User's safety is maintained.</li> </ul>
<ul style="list-style-type: none"> <li>Gathering data to monitor usage and encourage feedback from service users.</li> </ul>	<ul style="list-style-type: none"> <li>Data and feedback are analysed to contribute to service planning.</li> </ul>
<b>Competency measurements</b>	
<p>Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.</p>	

<b>Qualifications, knowledge, experience and expertise</b>
<ul style="list-style-type: none"> <li>NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.</li> <li>Supervisory capability.</li> <li>Customer service skills.</li> <li>Literate and numerate.</li> <li>Knowledge of the procedures in the service area, and how to apply them.</li> <li>Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.</li> <li>Know how to use work specific materials and equipment.</li> <li>Drive and operate standard road vehicles in some areas.</li> <li>Set up and use/access equipment,</li> <li>ICT competent with skills relevant to the work area</li> </ul>