

Role Profile Description

Date	January 2015
Purpose	To carry out a range of operational duties to given standards, under supervision, using powered tools, equipment and materials as part of the provision of an operational service.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality. • The team plan is met.
<ul style="list-style-type: none"> • Assisting in allocating team's work. • Exchanging information with colleagues and managers where necessary. • Contributing to team-working. • Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurement	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Organising and planning given duties to complete them using a defined routine within the allotted time. 	<ul style="list-style-type: none"> • Given tasks/routines are completed on time and to set standards. • Own time is used effectively. • Priorities are met. • The team's work is completed on time and to required standards.
<ul style="list-style-type: none"> • Carrying out a range of operational service duties using hand/powered tools, equipment and application of work-specific products. 	<ul style="list-style-type: none"> • Work is carried out to set standards, including accuracy and quality. • Appropriate tools and equipment are used for tasks.
<ul style="list-style-type: none"> • Carrying out periodic inspections of the assigned site or premises to the given routine/schedule, or operating surveillance equipment and identifying and reporting incidents or suspicious circumstances if required. 	<ul style="list-style-type: none"> • Inspections are done to schedule/route. • Incidents and suspicious circumstances are spotted and action is taken. • Service procedures are followed.
<ul style="list-style-type: none"> • Receiving and clarifying instructions. • Reporting and appropriately actioning any incidents, problems and infringements encountered in work situations. 	<ul style="list-style-type: none"> • Line management is promptly aware of the situation. • Service procedures and regulations/legislation are followed.
Competency measurements	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.
Competency measurements	
Open-minded about new ways of working and committed to make improvements.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> • Ensuring service provision meets the Service Level Agreements. 	<ul style="list-style-type: none"> • Waste is minimised and value-for-money is maximised. • Customer care is maintained. • Service Level Agreements are met.
<ul style="list-style-type: none"> • Collecting, transporting and delivering people/goods/materials, as instructed. 	<ul style="list-style-type: none"> • Tasks are completed safely at the correct location. • Scheduled times are met. • Routes/rounds are completed.
<ul style="list-style-type: none"> • Using specific vehicles/equipment to undertake operational duties. 	<ul style="list-style-type: none"> • Specified activities are completed.
<ul style="list-style-type: none"> • Key-holding responsibilities if required. 	<ul style="list-style-type: none"> • Premises are opened/closed on time and are secure.
<ul style="list-style-type: none"> • Operating and checking equipment is safe to use and properly adjusted. • Carrying out appropriate maintenance. • Using equipment in the correct and safe manner. 	<ul style="list-style-type: none"> • Tools and equipment are safe and in good order. • Correct settings are maintained. • Faults are promptly reported. • Equipment is used in accordance with manufacturer's instructions.
<ul style="list-style-type: none"> • Maintaining and submitting records and recordings, as required. 	<ul style="list-style-type: none"> • Personal records are completed on time. • Work records and recordings are maintained accurately. • Work records are completed and submitted promptly and recordings filed. • Service procedures are followed.
<ul style="list-style-type: none"> • Being aware of and applying, relevant Health and Safety and service practices and procedures. • Making a limited number of adjustments to set-up and use. 	<ul style="list-style-type: none"> • There is a safe working environment for self and others. • Relevant regulations and legislation are complied with.
<ul style="list-style-type: none"> • Making sure resources are used efficiently. • Accepting deliveries from suppliers/contractors. • Handling small amounts of cash if required. 	<ul style="list-style-type: none"> • Resources are used efficiently.
Competency measurements	
Understand that all actions have a cost so use resources efficiently.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> • Responding to straightforward queries from Customers/stakeholders. • Providing explanatory information and referring queries and feedback appropriately. 	<ul style="list-style-type: none"> • Customer service is provided, to required customer services operating standards. <ul style="list-style-type: none"> • Answers are provided in line with given guidelines.
Competency measurements	
Respond to customer needs; deal with customers in a courteous, timely and professional manner.	

Qualifications, knowledge, experience and expertise

- Understand relevant procedures and practices.
- Literate and numerate.
- Committed to ongoing personal development.
- Knowledge of Health and Safety procedures, including, where appropriate, how to use a variety of materials and equipment.
- Good verbal communication skills.
- Hold relevant licences: appropriate driving skills.