

Generic Job Family Role Profile Description

Date	January 2015
Job Family	Operations
Profile	OP1
Purpose	To carry out general tasks in a defined area to set standards, under close supervision, and using tools and equipment in support of the provision of a quality 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"> • Contributing to team-working. • Supporting and guiding less experienced staff, if required e.g. Apprentices or Trainees. 	<ul style="list-style-type: none"> • Teamwork is effective.
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"> • Carrying out cleaning and clearing tasks to leave the facility/area clean and tidy. 	<ul style="list-style-type: none"> • The facility is clean and tidy. • Waste is cleared away. • Materials and equipment are in place.
<ul style="list-style-type: none"> • Carrying out preparation work for the provision of services. 	<ul style="list-style-type: none"> • Assigned tasks are completed to set standards.
<ul style="list-style-type: none"> • Carrying out basic repair and/or maintenance duties, as instructed. 	<ul style="list-style-type: none"> • Assigned tasks are completed to set standards. • Equipment and/or work area is maintained in good condition.
<ul style="list-style-type: none"> • Receiving and clarifying instructions. • Reporting to line management and taking appropriate action on any problems or incidents encountered in work situations. 	<ul style="list-style-type: none"> • Line management is aware of the situation. • Breakdowns, deficiencies and incidents are reported and recorded. • Remedial action is taken.
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. • <u>Service Level Agreements are met.</u>
<ul style="list-style-type: none"> • Opening and closing responsibilities for own use if required. 	<ul style="list-style-type: none"> • Premises are secure.
<ul style="list-style-type: none"> • Collecting and using tools/equipment and materials needed for given tasks; checking they are safe and fit for use; keeping them in good condition and returning them on completion. 	<ul style="list-style-type: none"> • Correct tools/equipment/materials are used for work. • Tools etc. are in a safe condition. • Tools etc. are returned when work is done.
<ul style="list-style-type: none"> • Keeping records as instructed and as required by Service procedures and legislation. 	<ul style="list-style-type: none"> • Records are complete, accurate and on time. • Set routines are completed and/or the location/site is monitored. • Patrol location and time is recorded, where applicable. • Service procedures and legislation are complied with.
<ul style="list-style-type: none"> • Implementing relevant Health and Safety practices and procedures, as instructed. • 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, team, stakeholders and customers. • The relevant regulations 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 simple queries from Customers/stakeholders 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

<ul style="list-style-type: none"> • Basic numeracy and literacy. • Committed to ongoing personal development. • Awareness of, and compliance with, all relevant procedures including Health and Safety procedures. • Knowledge of relevant Health and Safety requirements.

- Good verbal communication skills.
- Aware of safety/operational issues concerning materials and equipment.
- Hand tools and basic use of powered tools, including vacuum, cleaning and other tools relevant to the work area.