

Job Family Role Profile Description

Date	January 2015
Job Family	Operations
Profile	OP5
Purpose	To effectively deliver the security and operation of specific local activities in a service area.

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. • Liaising with sub-contractors so work is carried out as specified. • 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"> • Planning and prioritising the work activities, through a broad procedural framework, with established work methods, so they are completed in line with the needs of service. 	<ul style="list-style-type: none"> • Work is completed on time and to correct standards. • Changes in circumstances are allowed for. • Value-for-money in the service area is ensured. • Emergency cover is provided, where necessary.
<ul style="list-style-type: none"> • Forward planning (medium term) for routine work to ensure the activities are delivered to the appropriate standards. 	<ul style="list-style-type: none"> • The activities are delivered to relevant standards.
<ul style="list-style-type: none"> • Monitoring and controlling work to be completed to the set standards and specification and within budget. • Identifying issues and, where appropriate, remedying or escalating them. 	<ul style="list-style-type: none"> • Work is completed to the applicable standards. • Work is carried out in a timely manner. • Costs are kept within budget. • Service is delivered to relevant standards.

<ul style="list-style-type: none"> • Co-ordinating and monitoring the service area activities to ensure service delivery to the relevant standards. • Identifying issues and, where appropriate, carrying out any remedial work to ensure service delivery. 	<ul style="list-style-type: none"> • Service is delivered to the relevant standards. • Improvements to service delivery are made. • Appropriate remedial work is carried out and, where necessary, recommendations for specific sub-contractors are made. • Changes to service delivery are achieved within appropriate timescales.
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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.
<ul style="list-style-type: none"> • Adapting and modifying the programmes to suit the particular circumstances, including changes to the resources/ equipment available. 	<ul style="list-style-type: none"> • Work is completed on time, to budget and to correct standards.

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"> • Identifying, requesting, organising and using the resources, equipment and vehicles necessary for service delivery. 	<ul style="list-style-type: none"> • The correct equipment/materials and/or services are available when needed. • There are sufficient resources on site for work. • Service users' needs are met.
<ul style="list-style-type: none"> • Completing the work to ensure compliance with the relevant regulations and procedures, this may involve the testing of relevant equipment to ensure safe usage. • Adhering to Health and Safety procedures. 	<ul style="list-style-type: none"> • Material and equipment is used safely. • The relevant regulations and Service procedures are complied with. • Any risk to service users is minimised. • Service is delivered safely.
<ul style="list-style-type: none"> • Key-holding responsibilities for building(s) in nominated service delivery area. 	<ul style="list-style-type: none"> • Premises are opened/closed on time and are secure.
<ul style="list-style-type: none"> • Maintaining accurate relevant records in accordance with procedures. • Collating data for reports, as directed. 	<ul style="list-style-type: none"> • All necessary records are complete and accurate. • Key issues are flagged. • Data is provided for reports in a timely manner. • Procedures are complied with.
<ul style="list-style-type: none"> • Making sure resources are used efficiently. • Taking receipt of deliveries from suppliers/contractors. • Handling small amounts of cash. 	<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"> • Working with service users/stakeholders to identify and resolve any problems so work can progress satisfactorily. 	<ul style="list-style-type: none"> • Initial action/response is taken to address problems. • Line management is promptly made aware of issues.

Competency measurements

Respond to customer needs; deal with customers in a courteous, timely and professional manner.

Qualifications, knowledge, experience and expertise

- Relevant qualification, equivalent experience or knowledge in the service work area.
- Understand relevant procedures and practices.
- Literate and numerate.
- Committed to ongoing personal development.
- Thorough understanding of service delivery area.
- Working knowledge of materials/equipment/services (used in the work situations), their safe use and application circumstances.
- Planning capability to prepare work programmes and control expenditure.
- Knowledge of Health and Safety procedures, including, where appropriate, how to use a variety of materials and equipment.
- Hold relevant licences; appropriate driving skills.