

Role Profile Description

Date	January 2015
Purpose	To provide a service enabling individuals, groups and communities to access facilities which may involve using equipment that requires setting up and adjustment.

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"> • Co-operating with colleagues and contractors. • Contributing to team-working. • Supporting and guiding less experienced staff, if required. • Assisting in allocating and checking work of colleagues in the same work area. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurements	
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 allocated duties in accordance with procedures. 	Work is completed effectively and efficiently within a procedural framework, to established work programmes and standards.
<ul style="list-style-type: none"> • Keeping records of work, incidents and other required information in the correct manner. 	<ul style="list-style-type: none"> • Records are compiled, as laid down in written or verbal procedures.
<ul style="list-style-type: none"> • Being aware of and monitoring the environment taking appropriate action and adjusting priorities as necessary. • Reacting to incidents, as laid down in procedures using limited discretion and initiative within guidelines. 	<ul style="list-style-type: none"> • Suitable responses are initiated from the appropriate level. • Reports are kept, in accordance with procedures.
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"> • Reporting back problems/ issues to the relevant authority, as necessary. 	<ul style="list-style-type: none"> • Problems are identified and resolved.
<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"> • Setting up equipment and facilities for use by users and watching over their continued operation and making sure they are fit for purpose. • Working with contractors. 	<ul style="list-style-type: none"> • Facilities and equipment are set up, as necessary. • Adjustments are made to facilities/equipment. • Proper operation and use is maintained.
<ul style="list-style-type: none"> • Making the facility available for use, and keeping it safe and secure. • Looking after facilities/equipment. 	<ul style="list-style-type: none"> • Safety checks are completed. • Equipment is in good order. • The facility is opened up and left secure afterwards.
<ul style="list-style-type: none"> • Handling cash, including client monies • Receiving, keeping secure, reconciling and handing over cash. • Processing small amounts of money and small transactions. • Issuing receipts, as required. 	<ul style="list-style-type: none"> • The correct cash is received, kept safe and reconciled daily. • Cash is handed over in line with procedures. • Receipts are issued.
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"> • Providing a general service, or range of services, to users, to help them make best use of the facility/service. Guiding and instructing users on how to access information where necessary. 	<ul style="list-style-type: none"> • Users are able to make proper use of facility. • Work is completed to time and to the required level of quality.
<ul style="list-style-type: none"> • Responding to requests and enquiries from users. • Providing answers, or directing to a relevant source for resolution. • Working with the general public and users – ensuring appropriate use of the facility; responding to queries; showing users to the location. 	<ul style="list-style-type: none"> • Responses are initiated, with appropriate information. • Users are satisfied or directed towards further help.
<ul style="list-style-type: none"> • Guiding users out of the facility in emergencies. 	<ul style="list-style-type: none"> • User's safety is maintained.
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"> • NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area. • Committed to ongoing personal development. • Knowledge of the procedures in the service area and how to apply them. • Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. • Knowledge of relevant Health and Safety requirements. • Customer service skills. • Literate and numerate. • Know how to use work-specific materials and equipment. • Drive and operate standard road vehicles in some areas. • Set up and use/access relevant equipment. • ICT competent with skills relevant to the work area