

Generic Role Profile Description

Date	January 2015
Job Family	Customer Engagement
Job Profile	CE8ii
Purpose	To provide a specialised service enabling customers to make safe and secure use of the service or facility.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
Planning and prioritising activities within a series of allocated duties.	- Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality - The team plan is met.
- Contributing to the development and delivery of team plans. - Contributing to team-working. - Providing instruction and on-the-job training for colleagues. - Assisting in allocating and checking the work of colleagues in the same work area.	- Teamwork is effective. - Colleagues are supported.
Competency measurements	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

Making things happen / Delivering results	
Accountable For	End Result
Planning and organising work, to complete it within set framework, standards and timescales.	- Work is completed to time and to set standards within a procedural framework, to established work programmes and standards. - Some discretion and initiative is used within guidelines, both in work situations and when dealing with queries or circumstances.
Collecting information and compiling and submitting reports.	- Procedures are adhered to and recorded. - Reports are made accurately and on time. - Records are accurate and complete.
- Being aware of and monitoring the environment, taking appropriate action and adjusting priorities as necessary. - Reacting to incidents appropriately. - Informing, working with and assisting emergency	- Suitable responses are initiated from the appropriate level. - Reports are kept, in accordance with procedures.

services to address the situation.	
Competency measurements	
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.	

Service Improvement and innovation	
Accountable For	End Result
Reporting problems and issues back to the relevant authority, as necessary.	Problems are identified and resolved.
Contacting others in the same field - keeping up-to-date with developments and best practice.	The appropriate level of personal expertise and knowledge base is maintained.
- Making recommendations for improvement. - Cooperating with change.	Improvements are identified and implemented.
Competency measurements	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

Managing resources	
Accountable For	End Result
Assisting in budget control and identifying actual/potential problems.	- Work is carried out to budget, plans and defined standards. - Cost control is to plan. - Issues and possible overspends are brought to the attention of management.
- Collecting cash from a variety of sources and/or individuals. - Handling cash, including client monies. - Processing small amounts of money and small transactions. - Reconciling and keeping relevant financial records.	- The correct cash is received and change is given. - Takings are secure, reconciled and banked daily. - Receipts are correctly issued, as required.
- Assessing the work situation and managing the risks. - Identifying the relevant precautionary, safety and security measures and acting accordingly. - Looking after facilities/equipment.	- The environment is safe. - Proper tools and equipment are utilised. - Proper precautions are known and taken.
Recording and monitoring the use of the facilities taking appropriate action and adjusting priorities as necessary.	- A suitable response is initiated from the appropriate level. - Reports are kept, in accordance with procedures.
Competency measurements	
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.	

Customer and Community focused	
Accountable For	End Result
Providing a specialist service, enabling users to access and utilise assets and information safely and securely.	- Quality, accuracy, security and related standards are achieved. - Users are satisfied.
Receiving and resolving customer queries and complaints, referring serious issues as necessary.	- Customers and the general public are satisfied. - Incidents are reported, as required by procedures.

• Meeting with customers/partners to review service delivery and resolve problems.	• Service improvement ideas are put forward. • Users/partners are satisfied.
• Providing advice to customers on matters concerning the specialised field.	• Advice is given. • Customers are kept informed.
• Gathering data to monitor usage and encourage feedback from service users.	• Data and feedback are analysed to contribute to service planning.
• Guiding users out of facility in emergencies.	• User's safety is maintained.
Competency measurements	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

Qualifications, knowledge, experience and expertise
• NVQ Level 3 or 4, or equivalent or experience or knowledge in the relevant work area. • 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. • Understanding of how to deal with customers to required standards of service. • Working knowledge of processes, procedures and systems. • Knowledge of service provided and service-specific guidelines. • Knowledge of multiple services • Understanding of how effectively to investigate records and data to answer queries. • Ability to assess a situation, address it and know when and how to escalate issues. • Sound knowledge of the use and storage of specialised materials and potential risks. • Ability to set up, adjust and continue to use complex and/or specialised equipment • ICT competent with skills relevant to the work area