Westmorland & Furness Council

Job Family Role Profile Description

Date: January 2015

Job Family: Operations

Job 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:

- Prioritising own activities within a series of allocated tasks.

End Result:

- Tasks and duties are completed and delivered
- as instructed and delivered on time and to the required quality.
- The team plan is met.

Accountable For:

- Contributing to team-working.
- Supporting and guiding less experienced staff, if required e.g. Apprentices or Trainees.

End Result:

- 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:

- Carrying out cleaning and clearing tasks to leave the facility/area clean and tidy.

End Result:

- The facility is clean and tidy.
- Waste is cleared away.
- Materials and equipment are in place.

Accountable For:

- Carrying out preparation work for the provision of services.

End Result:

- Assigned tasks are completed to set standards.

Accountable For:

- Carrying out basic repair and/or maintenance duties, as instructed.

End Result:

- Assigned tasks are completed to set standards.
- Equipment and/or work area is maintained in
- good condition.

Accountable For:

- Receiving and clarifying instructions.
- Reporting to line management and taking appropriate action on any problems or incidents encountered in work situations.

End Result:

- Line management is aware of the situation.
- Breakdowns, deficiencies and incidents are reported and recorded.
- Remedial action is taken.

Competency Measurement

- 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:

- Making recommendations for improvement.
- Cooperating with change

End Result:

- Improvements are identified and implemented.

Competency Measurement

- Open-minded about new ways of working and committed to make improvements

Managing Resources

Accountable For:

- Ensuring service provision meets the Service
- Level Agreements.

End Result:

- Waste is minimised and value-for-money is
- maximised.
- Customer care is maintained.
- Service Level Agreements are met.

Accountable For:

- Opening and closing responsibilities for own use if required.

End Result:

- Premises are secure.

Accountable For:

- 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.

End Result:

- Correct tools/equipment/materials are used for work.
- Tools etc. are in a safe condition.
- Tools etc. are returned when work is done.

Accountable For:

- Keeping records as instructed and as required by Service procedures and legislation.

End Result:

- 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.

Accountable For:

- Implementing relevant Health and Safety practices and procedures, as instructed.
- Making a limited number of adjustments to set-up and use.

End Result:

- There is a safe working environment for self, team, stakeholders and customers.

- The relevant regulations are complied with.

Accountable For:

- Making sure resources are used efficiently
- Accepting deliveries from suppliers/contractors.
- Handling small amounts of cash if required.

End Result:

- Resources are used efficiently.

Competency Measurement

- Understand that all actions have a cost so use resources efficiently.

Customer and Community Focused

Accountable For:

- Responding to simple queries from Customers/stakeholders and referring queries and feedback appropriately.

End Result:

- Customer service is provided, to required customer services operating standards.
- Answers are provided in line with given guidelines.

Competency Measurement

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

Qualifications, Knowledge, Experience and Expertise

- 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.

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