



Job Family Role Profile Description

Date: January 2015

Job Family: Operations

Job Profile: OP3

Purpose: To carry out a range of operational duties to given standards, under supervision, using powered tools, equipment and materials as part of the provision of an 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:

- Assisting in allocating team's work.
- Exchanging information with colleagues and managers where necessary.
- Contributing to team-working.
- Supporting and guiding less experienced staff, if required.

End Result:

- 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:

- Organising and planning given duties to complete them using a defined routine within the allotted time.

End Result:

- Given tasks/routines are completed on time and to set standards.
- Own time is used effectively.
- Priorities are met.
- The team's work is completed on time and to required standards.

Accountable For:

- Carrying out a range of operational service duties using hand/powered tools, equipment and application of work-specific products.

End Result:

- Work is carried out to set standards, including accuracy and quality.
- Appropriate tools and equipment are used for tasks.

Accountable For:

- Carrying out periodic inspections of the assigned site or premises to the given routine/schedule, or operating surveillance equipment and identifying and reporting incidents or suspicious circumstances if required.

End Result:

- Inspections are done to schedule/route.
- Incidents and suspicious circumstances are spotted and action is taken.
- Service procedures are followed.

Accountable For:

- Receiving and clarifying instructions.
- Reporting and appropriately actioning any incidents, problems and infringements encountered in work situations.

End Result:

- Line management is promptly aware of the situation.
- Service procedures and regulations/legislation are followed.

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:

- Collecting, transporting and delivering people/goods/materials, as instructed.

End Result:

- Tasks are completed safely at the correct
- location.
- Scheduled times are met.
- Routes/rounds are completed.

Accountable For:

- Using specific vehicles/equipment to undertake operational duties.

End Result:

- Specified activities are completed.

Accountable For:

- Key-holding responsibilities if required.

End Result:

- Premises are opened/closed on time and are secure.

Accountable For:

- Operating and checking equipment is safe to use and properly adjusted.
- Carrying out appropriate maintenance.

- Using equipment in the correct and safe manner.

End Result:

- Tools and equipment are safe and in good order.
- Correct settings are maintained.
- Faults are promptly reported.
- Equipment is used in accordance with manufacturer's instructions.

Accountable For:

- Maintaining and submitting records and recordings, as required.

End Result:

- Personal records are completed on time.
- Work records and recordings are maintained accurately.
- Work records are completed and submitted promptly and recordings filed.
- Service procedures are followed.

Accountable For:

- Being aware of and applying, relevant Health and Safety and service practices and procedures.
- Making a limited number of adjustments to set-up and use.

End Result:

- There is a safe working environment for self and others.
- Relevant regulations and legislation 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 straightforward queries from Customers/stakeholders.
- Providing explanatory information 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

- Understand relevant procedures and practices.
- Literate and numerate.
- Committed to ongoing personal development.
- Knowledge of Health and Safety procedures, including, where appropriate, how to use a variety of
- materials and equipment.
- Good verbal communication skills.
- Hold relevant licences; appropriate driving skills.