Westmorland & Furness Council

Job Family Role Profile Description

Date: January 2015

Job Family: Operations

Job 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:

- 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.
- Liaising with sub-contractors so work is carried out as specified.
- 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:

- 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.

End Result:

- 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.

Accountable For:

- Forward planning (medium term) for routine work to ensure the activities are delivered to the appropriate standards.

End Result:

- The activities are delivered to relevant standards.

Accountable For:

- 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.
- 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.

End Result:

- 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.
- 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.

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.

Accountable For:

- Adapting and modifying the programmes to suit the particular circumstances, including changes to the resources/ equipment available.

End Result:

- Work is completed on time, to budget and to correct standards.

Competency Measurement

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

Managing Resources

Accountable For:

- Identifying, requesting, organising and using the resources, equipment and vehicles necessary for service delivery.

End Result:

- The correct equipment/materials and/or services are available when needed.
- There are sufficient resources on site for work.
- Service users' needs are met.

Accountable For:

- 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.

End Result:

- 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.

Accountable For:

- Key-holding responsibilities for building(s) in nominated service delivery area.

End Result:

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

Accountable For:

- Maintaining accurate relevant records in accordance with procedures.
- Collating data for reports, as directed.

End Result:

- All necessary records are complete and accurate.
- Key issues are flagged.
- Data is provided for reports in a timely manner.
- Procedures are complied with.

Accountable For:

- Making sure resources are used efficiently.
- Taking receipt of deliveries from suppliers/contractors.
- Handling small amounts of cash.

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:

- Working with service users/stakeholders to identify and resolve any problems so work can progress satisfactorily.

End Result:

- Initial action/response is taken to address problems.
- Line management is promptly made aware of issues.

Competency Measurement

- 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.