

Generic Role Profile

Description

Profile: OP4
Family: Operational

| | |
|----------------|--|
| Date | January 2015 |
| 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, co-ordinating the work of the team. |

Your responsibilities:

| Leadership (Self and Team) | |
|---|--|
| Accountable For | End Result |
| <ul style="list-style-type: none"> • Planning and organising own and as necessary the team's work, in order to meet given priorities. • Exchanging information with team and managers where necessary. | <ul style="list-style-type: none"> • Priorities are met. • The team's work is completed on time and to required standards. |
| <ul style="list-style-type: none"> • Contributing to team-working. • Providing instruction and on-the-job training for colleagues. • Allocating and checking work of colleagues in the same work area as required. • Assisting with the performance and attendance management of staff. | <ul style="list-style-type: none"> • 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 | End Result |
| <ul style="list-style-type: none"> • Organising and planning given duties to complete them using a defined routine within the allotted time. | <ul style="list-style-type: none"> • 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. |
| <ul style="list-style-type: none"> • Carrying out a range of operational service duties using hand/powered tools, equipment and application of work-specific products. | <ul style="list-style-type: none"> • Work is carried out to set standards, including accuracy and quality. • Appropriate tools and equipment are used for tasks. |
| <ul style="list-style-type: none"> • Carrying out periodic inspections of the assigned site or premises to the given routine/schedule, or | <ul style="list-style-type: none"> • Inspections are done to schedule/route. • Incidents and suspicious circumstances are |

| | |
|--|---|
| operating surveillance equipment and identifying and reporting incidents or suspicious circumstances if required. | <ul style="list-style-type: none"> spotted and action is taken. Service procedures are followed. |
| <ul style="list-style-type: none"> Receiving and clarifying instructions. Reporting and appropriately actioning any incidents, problems and infringements encountered in work situations. | <ul style="list-style-type: none"> Line management is promptly aware of the situation. Service procedures and regulations/legislation are followed. |
| 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"> 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"> Ensuring service provision meets the Service Level Agreements. | <ul style="list-style-type: none"> Waste is minimised and value-for-money is maximised. Customer care is maintained. Service Level Agreements are met. |
| <ul style="list-style-type: none"> Collecting, transporting and delivering people/goods/materials, as instructed. | <ul style="list-style-type: none"> Tasks are completed safely at the correct location. Scheduled times are met. Routes/rounds are completed. |
| <ul style="list-style-type: none"> Using specific vehicles/equipment to undertake operational duties. | <ul style="list-style-type: none"> Specified activities are completed. |
| <ul style="list-style-type: none"> Key-holding responsibilities if required. | <ul style="list-style-type: none"> Premises are opened/closed on time and are secure. |
| <ul style="list-style-type: none"> Operating and checking equipment is safe to use and properly adjusted. Carrying out appropriate maintenance. Using equipment in the correct and safe manner. | <ul style="list-style-type: none"> 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. |
| <ul style="list-style-type: none"> Maintaining and submitting records and recordings, as required. | <ul style="list-style-type: none"> 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. |
| <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> There is a safe working environment for self and others. Relevant regulations and legislation are complied with. |
| 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"> Responding to straightforward queries from | <ul style="list-style-type: none"> Customer service is provided, to required |

| | |
|--|---|
| <p>Customers/stakeholders.</p> <ul style="list-style-type: none"> • Providing explanatory information and referring queries and feedback appropriately. | <p>customer services operating standards.</p> <ul style="list-style-type: none"> • Answers are provided in line with given guidelines. |
| 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"> • Relevant qualification, equivalent experience or knowledge in the service work area. • 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. • Hold relevant licences; appropriate driving skills. • Experience of supervising colleagues. • Good verbal communication skills. |