

Job Family	Service Delivery
Pay Range	Grade 1
Reference	SD01
Purpose	
To carry out tasks and activities, using standard tools and equipment.	
Service to Customers	
<i>Accountability</i>	<i>End Result</i>
Carry out practical tasks on a day to day basis.	Tasks are completed accurately and to set time scales.
	Work meets the required standards.
	Potential problems / incidents are reported.
	An efficient and friendly service is provided.
Operate a range of standard equipment.	Operations are completed safely.
Carry out basic inspection / maintenance of site / equipment.	Site / equipment are kept clean and tidy.
	Site / equipment are safe to use.
When needed, provide customers and colleagues with information.	Information provided is accurate, prompt and useful.
Record information for others to use.	Records are accurate and up to date.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	Work complies with all safeguarding policies and procedures that apply to the role.
	Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.
Business Improvement	
Identify areas where improvements could be made within own role.	Improvement opportunities are identified and recommended.
	Agreed improvements are implemented in own work area.
Colleagues, Self and Partners	
Co-operate with and support colleagues.	Colleagues are supported
Participate in self-development, to improve performance at work.	Participate in the Performance Development Review process.
	Keep record of achievements.
	Undertake learning activities as required.
Actively promote and celebrate diversity	When appropriate seek to eliminate unlawful discrimination, harassment and victimisation
	Advance equality of opportunity between those people who possess a protected characteristic and those who do not
	Foster good relations between those people who possess a protected characteristic and those who do not
Managing Resources	
Review own work to check for accuracy and completeness.	All work meets the required standards.
Follow all policies and procedures which apply to the job.	All policies and procedures are complied with.
Carry out all duties and responsibilities with	Work is carried out in a way that is safe and

reasonable care for the health and safety of ourselves and others and report any potential hazards or unsafe practices to line manager.	without risks to health.
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Required Behaviours
Know How
<ul style="list-style-type: none"> Thinking through problems and issues to reach realistic and affordable solutions Learning new things and maintaining competence Understanding about practices that keep us safe and respect others Planning ahead for the benefit of yourself, your team, your service and the Council Considering options before reaching solutions and being able to defend your decision Giving the right information in the right way Communicating courteously, sharing information positively and effectively to achieve the required outcome
Problem Solving
<ul style="list-style-type: none"> Acting appropriately within guidelines and instruction to achieve agreed outcomes Using our initiative and innovative thinking to solve problems and deliver solutions Use the right techniques to get the right results Take an objective perspective when considering issues
Accountability
<ul style="list-style-type: none"> Take responsibility for our work Be conscious that public funds are limited and care should be applied when considering how they are spent Being responsible for budgets and resources made available

Nature of Contacts
Colleagues, customers, members of the public, to: exchange basic information, answer simple queries and give practical assistance with politeness and courtesy.
Co-operate with colleagues, take instruction from supervisor where appropriate.
Procedural Context
Set routines and simple procedures govern work.
Work flexibly. Provide assistance to others as required.
Aware of health and safety requirements relevant to the service area and must react suitably to any safety situations.
Key Facts and Figures
Ensure correct use of tools / equipment.
May be a key holder.
Core hours may be during either day or night depending upon the role.
Responsible for own and others safety and security. Typically for one-to-one or small group interaction.
May require an enhanced DBS.

Knowledge, Skills and Experience
Reliable, responsible.
Safe and competent use of relevant equipment / tools.
Knowledge of relevant health and safety procedures.
Ability to communicate clearly.
Basic literacy.

Able to maintain accurate records as and when required.

Indicative Qualifications

May require relevant certifications including evidence of fluency in English language.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.