

## GENERIC ROLE PROFILE

### OPERATIONAL SUPPORT JOB FAMILY: OPS1

*This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.*

To undertake a range of routine practical and operational tasks in order to support the delivery of a high level and front-line service to the public.

### INDICATIVE WORK ACTIVITIES

1. Deliver designated standards of work within specified timeframes, as set out in any agreed work schedules and in line with the relevant Standard Operating Procedures, Risk Assessments, Council values, Customer Service standards and any training where applicable.
2. Working under instruction, individually and as part of a team, undertake a range of routine practical/operational tasks, in all weathers. Prioritise work as directed and working within agreed procedures that contributes to the cleanliness, safety and colourful appearance of Worcester City.
3. Utilise, and/or maintain Council vehicles, equipment, general tools and/or hand operated power tools, bringing any non-routine maintenance and supply issues arising to the attention of the relevant manager.
4. Complete accurate and timely administration / documentation in relation to your role.
5. In addition to the agreed work schedule, proactively support the resolution of operational issues as and when they arise.
6. Ensure that you operate in a way that protects your own health and safety and that of others, in accordance with the Health and Safety at Work Act 1974. This will include maintenance of any uniform and protective clothing provided.
7. Take responsibility for raising any issues, concerns or improved ways of working to help the Council deliver excellent public services and to meet its statutory requirements.
8. Work across different teams as and when required and using your skill sets, to ensure resilience of Service Delivery, including any other reasonable duties.
9. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

## TASK SPECIFICS - Operative Level 1 Place Team

*The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.*

<b>JE Reference</b>		E01.2
<b>Purpose</b>		
The purpose of the role is to contribute to KEEPING WORCESTER CITY TIDY COLOURFUL AND SAFE working as part of Street Scene Services.		
<b>Service to Customers</b>		
<ol style="list-style-type: none"> <li>1. Apply robust Health and Safety practices.</li> <li>2. Use practical knowledge of Street Scene Services to deliver to the approved standards.</li> <li>3. Assist in customer relations and expectations to deliver customer service standards</li> <li>4. Actively work towards service targets and continuous service delivery improvements</li> </ol>		
<b>Business Improvement/planning responsibility</b>		
<ol style="list-style-type: none"> <li>1. Work closely with colleagues to deliver required outcomes.</li> <li>2. Environmental Operations is one big team. Although there are smaller teams operating across the service, we do expect every employee to use their skills for the benefit of any team as and when required.</li> <li>3. A flexible approach is required as service areas may change with ongoing improvement and transformation.</li> <li>4. Take an interest in the activities of the wider Council and where possible, participate in corporate events and activity.</li> </ol>		
<b>Colleagues, Self and Partners &amp; Nature of Contacts (Internal/External)</b>		
<b>Contact</b>	<b>Frequency</b>	<b>Nature of contact</b>
Front line teams/colleagues Across the service area	Daily	Day to day work tasks
(For Place teams) Place co-ordinators	Daily	Day to day allocation of work, looking at improving work methods. Toolbox talks.
Supervisors	Weekly/daily	Day to day allocation of work, engage with supervisor putting suggestions forward to improve the service delivery. Attending/contributing to monthly meetings.
Heads of Service/Managers	Weekly/Monthly	Engagement with managers to improve service standards and delivery.
Councillors	Daily/weekly/monthly	Local issues raised by ward members/whilst carrying out your duties.
Corporate Leaders	Occasionally	Attendance for corporate briefings including Staff Conferences
Other stake holders	Monthly	Understanding and supporting the response to local issues.

## **Managing Resources (people, equipment, buildings)**

### *Accountability*

Working as part of the team to manage equipment, keeping it safe and fit for purpose.

To deliver positive outcomes where-ever possible to benefit the customer, council, staff and other stake holders.

### **Procedural Context**

1. Play your part in maintaining a good working relationship with your employer.
2. Be aware of and know the Councils policies and procedures.
3. Complete any required documentation/ systems update, relevant to your role
4. Attend mandatory and development training, on request

### **Key Facts and Figures**

Work within your immediate teams and the wider teams to deliver Street Scene services.

### **Knowledge and Skills**

#### **Essential**

1. A good work ethic and want to make Worcester City a Clean, Safe and Colourful place.
2. Basic understanding of Health and Safety at work.
3. Basic Level of literacy (including spoken/written English), numeracy and IT skills.
4. Prepared to work outside in all weathers.
5. Prepared to work 37 hours over a 7-day week to meet service delivery needs (with prior notification and agreement).
6. Willingness to participate in team meetings and annual Performance Development Reviews.
7. Looking at different ways of working with an open mind.
8. Punctuality at start of working day to support team working.

#### **Desirable**

1. Full driving licence (up to 3.5 tonnes)
2. Basic knowledge of Street Scene Services or working towards.
3. Basic knowledge and experience in the use of small plant i.e. Pedestrian mowers, trimmers, blowers, hedge cutters.

### **Behaviours**

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices
4. Keeping our customers at the heart of everything we do