

JOB SUMMARY

Post Title	Casual Operational Assistant						
Job Family	<i>Service Delivery</i>	Pay Range	<i>02</i>	Line Manager to others?	No	Role profile ref	<i>SD02</i>
Service Area	<i>Corporate Services</i>						
Line Manager	<i>Confirmed on each assignment</i>						
Location	<i>Various work locations as per assignment</i>						

Job Purpose

The purpose of this role is to provide practical support to council operations on a casual basis, duties include supporting with postal and facilities management, deliveries and queue marshalling.

This role is intended as a generic role and opportunities will be offered that could include any of the duties listed below on a casual basis and in different locations across the Island

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

Post and Facility Support

To undertake essential postal duties such as opening and delivering post and support the operations of facilities

- Franking, delivery, collection, sorting and distribution of mail and other deliveries to the relevant team/service. Undertake the internal mail run as required, using folding/inserting machine.
- Assist at corporate stores as and when required to include responding to and dealing with document requests from council storage building. This will include assisting with offices moves, building clearances, removals and disposals as required.
- Any other duties as requested by line manager or site specialist relating to the maintenance / operation of a facility as proportionate with grade, accountability and training.

Delivery driver for pharmacy or other services

To deliver essential supplies and / or medication to residents or council / partner facilities

- Responsible for safely loading parcels into the vehicle
- As and when required, contact the recipient to confirm / arrange delivery
- Driving safely to the destination and making sure the person receives the parcel
- Logging the completion of the job on the appropriate systems

Marshalling and queue control

To assist with the safe management of people moving through a testing or vaccination site

- Ensure queues are managed in accordance with social distancing requirements
- Provide guidance / instruction to people in a queue in order to maintain safe social distancing and the appropriate use of PPE and compliance with guidelines.
- Support the general site set up of a site including placing appropriate signage

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	<i>Ability to communicate in an appropriate manner and promote a positive image of the council</i>	*	
Evidence of practical experience in an appropriate work environment	<i>Previous experience of working in a relevant role or environment such as a storage depot, a post room or queue marshalling</i>		*
Safe and competent use of relevant equipment / tools.	<i>Able to safely use all equipment, machinery and vehicles in compliance with all council and legal requirements</i>	*	
Knowledge of relevant health and safety procedures.	<i>Able to understand and provide basic advice on effective social distancing measures and other basic guidelines</i>	*	

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Ability to communicate clearly.	<i>Able to effectively and confidently communicate with internal and external customers / clients both verbally (face to face and on the phone) and electronically via email</i>	*	
Basic literacy and numeracy.		*	
Basic knowledge of ICT systems.	<i>Basic understanding of ICT and able to use Outlook, Excel and Word.</i>		*
Able to maintain accurate records as and when required.	<i>Ability to record information accurately and update systems</i>	*	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		*	
GCSE level qualifications or equivalent			*
Other Requirements			
<i>Must be fully able to carry out the physical aspects of the role</i>			
<i>Full UK driving license or equivalent</i>			