

<b>Job Family</b>	<b>Service Delivery</b>
<b>Pay Range</b>	<b>Grade 4</b>
<b>Reference</b>	<b>SD04</b>
<b>Purpose</b>	
To provide frontline support and assistance and undertake operational tasks and activities to a range of customers	
<b>Service to Customers</b>	
<i>Accountability</i>	<i>End Result</i>
Carry out a range of practical tasks on a day to day basis.	Tasks are completed accurately and to set time scales.
	Customers' needs are identified and appropriately resolved.
	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.
	Customers understand how to use equipment safely.
Carry out basic inspection / maintenance of site / equipment where appropriate.	Site / equipment are kept clean and tidy.
	Site / equipment are safe to use.
When needed, provide customers and colleagues with information including acting as point of contact for further assistance.	Information provided is accurate, prompt and useful.
	Information is provided from a range of sources e.g. ICT systems, instruction manuals etc.
	Customers complete activity with accurate results following instruction.
	Escalate issues as they arise
Record information for others to use.	Records are maintained to the required standard and are kept up to date.
	Information is checked for accuracy and completeness.
	The relevant responsible Authority is informed of any significant changes in the customer's needs.
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.
<b>Business Improvement</b>	
Identify areas where improvements could be made within own role.	Improvement opportunities are identified and recommended.
	Agreed improvements are implemented in own work area.
<b>Colleagues, Self and Partners</b>	
Co-operate with and support colleagues.	Colleagues are supported with the necessary information.
	Assist other workers / volunteers through mentoring and / or job shadowing.

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
<b>Managing Resources</b>	
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 reasonable care for the health and safety of ourselves and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

<b>Required Behaviours</b>
Know How
<ul style="list-style-type: none"> <li>Thinking through problems and issues to reach realistic and affordable solutions</li> <li>Learning new things and maintaining competence</li> <li>Understanding about practices that keep us safe and respect others</li> <li>Planning ahead for the benefit of yourself, your team, your service and the Council</li> <li>Considering options before reaching solutions and being able to defend your decision</li> <li>Giving the right information in the right way</li> <li>Communicating courteously, sharing information positively and effectively to achieve the required outcome</li> </ul>
Problem Solving
<ul style="list-style-type: none"> <li>Acting appropriately within guidelines and instruction to achieve agreed outcomes</li> <li>Using our initiative and innovative thinking to solve problems and deliver solutions</li> <li>Use the right techniques to get the right results</li> <li>Take an objective perspective when considering issues</li> </ul>
Accountability
<ul style="list-style-type: none"> <li>Take responsibility for our work</li> <li>Be conscious that public funds are limited and care should be applied when considering how they are spent</li> <li>Being responsible for budgets and resources made available</li> </ul>

<b>Nature of Contacts</b>
Colleagues, customers, members of the public, to: provide advice and instruction within the expectations of the role, answer queries and give practical assistance with politeness and courtesy.
Professional colleagues and other service providers/agencies to exchange information and receive instructions.
Co-operate with colleagues, take instruction from supervisor where appropriate.

May involve addressing challenging behaviour and situations.
<b>Procedural Context</b>
Set routines and procedures govern work.
Work independently with regular supervision and allocated daily and weekly tasks.
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.
<b>Key Facts and Figures</b>
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.

<b>Knowledge, Skills and Experience</b>
Reliable, responsible.
Awareness and understanding of the customer's needs.
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.
Safe and competent use of relevant equipment / tools.
Knowledge of relevant health and safety procedures.
Ability to communicate clearly to build trust both one to one and with groups.
Ability to follow processes, carry out and review procedures, record and monitor information accurately.
Basic literacy and numeracy.
Practical knowledge of ICT systems.
Able to maintain accurate records as and when required.
<b>Indicative Qualifications</b>
May require relevant certifications including evidence of fluency in English language.
GCSE level qualifications or equivalent experience

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.