

Role profile description

Date	August 2020
Family	Facilities Support
Role profile level number	30A
Purpose	
To carry out a range of skilled duties to established standards under general direction/instructions to provide an operational service using specialised equipment where required.	
Role accountability	End result
Work - Planning	
Plan and organise work to meet given priorities and co-ordinate with other team members. May be required to advise, instruct and/or supervise a small team.	<ul style="list-style-type: none"> • Priorities met, work complete on time and to set standards • Work timing fits in with team schedule
Work Operational Service	
Carry out the assigned specialised work to the relevant standards, using materials, equipment, resources as appropriate.	<ul style="list-style-type: none"> • Work done to set standards of quality, accuracy and time, temperature, etc. Appropriate tools, equipment, machinery used for tasks
Tools and Equipment	
Operate specialised machinery and equipment in the correct manner; carry out checks, adjustments and maintenance to ensure correct settings, safe use and security.	<ul style="list-style-type: none"> • Specialist equipment and machinery in good order, set properly for task, and secure • Appropriate tools and equipment selected and available for the tasks

	<ul style="list-style-type: none"> • Minor repairs complete • Appropriate checks completed
Records	
Compile, collate and maintain records as required by Trust procedure and relevant regulations and legislation.	<ul style="list-style-type: none"> • Personal records complete, on time • Settings (e.g. temperatures etc) recorded • Environmental protection records completed accurately and on time • Trust procedures and relevant regulations and legislation complied with
Health and Safety/Compliance	
Be aware of, interpret and comply with H&S and other relevant regulations and legislation.	<ul style="list-style-type: none"> • Safe working for self and others • Audits/checks undertaken • Compliance with relevant regulations and legislation
Service Delivery	
Report any incidents and problems encountered in work situations, taking corrective action to resolve them if possible.	<ul style="list-style-type: none"> • Line management aware of situations promptly • Corrective actions taken to resolve problems • Breakdowns and deficiencies recorded and reported
Carry out work sensitively and safely and to codes of practice.	<ul style="list-style-type: none"> • Relevant Codes of practice adhered to
Contractors	
Liaise with contractors to be aware of their wishes/expectations and facilitate their involvement.	<ul style="list-style-type: none"> • Awareness of customer's expectations • Satisfactory work by contractor

Nature of contacts and relationship (who and the nature of the communications)

- Team – working with team members, discussing issues; demonstrating and giving guidance to operators
- Supervisor – discuss work method, receive and clarify instructions
- Customers/public – try to resolve queries and problems; demonstrating sensitivity as required
- Contractors—work directly with them to provide the service

Working environment context (disruption, physical, disagreeable, health and safety aspects)

- Catering – inside, in kitchen with extreme temperatures, frequent lifting and carrying of moderately heavy items. Variety of tools and equipment of potentially hazardous nature with risks of burns, cuts, trips, etc
- Inside and/or outside in all weather conditions and physical environments
- May be required to work in restricted space
- May be exposed to and/or deal with substances of a hazardous nature
- May be exposed to and /or need to deal with challenging service users

Procedural context (creativity, discretion and impact)

- Working to a given pattern with standards and work methods defined. Some initiative possible to suggest better work methods, alter order of work and use alternative equipment to get work completed satisfactorily

Planning requirement

- Plan and organise own work on a weekly basis
- React to changing conditions (ad hoc)

Key facts and figure ranges (include likely size of any team managed)

- May involve cash handling
- May be required to advise, instruct and/or supervise a small team

Skills, knowledge and qualifications

- QCF/NVQ Level 2
- Knowledge of H&S procedures and policies

Equipment operated and essential skills

- Complex equipment/machinery with the ability to operate, adjust and maintain settings competently
- ICT skills and relevant software
- Relevant licences

Role profile specific behaviours

Introduction

Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.

Positive:

We take pride in celebrating the difference we make

Purpose:

Taking a positive approach which delivers high quality people focused service

- I communicate clearly and effectively, setting clear expectations
- I give timely, constructive feedback, and praise appropriately to encourage great performance in individuals and teams
- I celebrate team and individual successes
- I monitor and review performance in a timely, effective, and fair way

Professional:

We act in a fair and respectable way that recognises our collective expertise

Purpose:

Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I am honest where key stakeholders needs can't be met, and offer alternative solutions.
- I develop and amend service to meet the long-term requirements of key stakeholders
- I work effectively with my own and broader teams, understanding people's capabilities and ensuring the right people are involved in tasks.
- I ensure compliance with Trust procedures and values

Passionate:

We encourage creative ideas and inspire one another

Purpose:

Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience

- I encourage team review and sharing best practice to improve performance for my team and others
- I question ways of working in a positive way, understanding the bigger picture, putting forward new ideas through the right channels and creatively solving problems
- I explain positively why organisational changes need to be made and communicate expectations clearly
- I am proactive and prepared to take positive action rather than reacting

Supportive:

We are considerate and caring towards one another

Purpose:

Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.

- I create a fair environment free from discrimination and abusive, aggressive or discriminatory behaviours.
- I see the development of others as a key measure of my success, acting as a role model and sharing best practice with others
- I challenge appropriately and speak up about any issues or concerns
- I help people to make decisions for themselves