

Role profile description

Date	August 2020
Family	Facilities Support
Role profile level number	15
Purpose	
To carry out operational duties in a defined area; to set standards; under some supervision; using tools and equipment in the provision of an operational service.	
Role accountability	End result
Work – cleaning and tidying	
Carry out cleaning and clearing to leave the facility clean and tidy.	<ul style="list-style-type: none"> • Facility clean and tidy • Rubbish cleared away • Materials and equipment in place
Work - preparation	
Carry out preparation for follow on activities.	<ul style="list-style-type: none"> • Assigned tasks complete to set standards • Area/food/activity ready for follow on work
Work - maintenance	
Carry out repair and/or maintenance duties as instructed.	<ul style="list-style-type: none"> • Assigned tasks complete to set standards • Grounds/ buildings in good condition
Work - security	
Patrol the site/premises to identify incidents and control access.	<ul style="list-style-type: none"> • Security breaches and attempts at unauthorised access identified and reported • Security points set • Actual or attempted theft or damage

	<p>recorded</p> <ul style="list-style-type: none"> • Relevant authorities notified promptly
May have opening and closing responsibility for own use.	<ul style="list-style-type: none"> • Secure premises
Tools and equipment	
Operate and check equipment is safe to use and properly adjusted, carry out appropriate maintenance and use equipment in the correct and safe manner.	<ul style="list-style-type: none"> • Tools and equipment safe and in good order • Correct settings maintained • Faults promptly reported • Equipment used in accordance with manufacturers' instructions
Records	
Keep records as instructed and required by Trust procedure and relevant legislation.	<ul style="list-style-type: none"> • Personal records complete, accurate, on time • Complete set routes and/or monitor the location/site • Patrol location and time recorded • Trust procedures and relevant legislation complied with
Health and safety	
Implement relevant H&S practices and procedures as instructed.	<ul style="list-style-type: none"> • Safe working for self, team and customers • Compliance with relevant regulations
Resources	
May involve basic cash handling.	<ul style="list-style-type: none"> • Financial transactions completed accurately
Service issues	
Report any problems or incidents encountered in work situations.	<ul style="list-style-type: none"> • Line management aware of situation • Breakdowns, deficiencies, incidents reported and recorded

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

- Team – exchange information
- Supervisor – receive and clarify instruction; report problems
- Customers/public – answer simple queries politely and refer others

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

- May be outside in all weather conditions
- Catering – inside, in kitchen with extremes of temperature
- Frequent lifting and carrying of moderately heavy items
- Variety of tools and equipment of potentially hazardous nature with risks of burns, cuts, trips, etc
- Need to wear protective equipment
- May be exposed to and/or need to deal with challenging service users
- May be exposed to and/or deal with substances of a hazardous nature

Procedural context (creativity, discretion and impact)

- Working to a defined routine or route with a limited amount of discretion on order and/or method of working to meet timetable and priorities
- any out of the ordinary matters referred to line management
- May impact on customer service and perception of Trust/community

Planning requirement

- Minimal planning demands, only required to plan own set tasks within the day

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

- May handle cash

Skills, knowledge and qualifications

- Understand relevant Trust's procedures and practices
- QCF/NVQ Level 1
- Awareness of H&S procedures, including, where appropriate, how to use a variety of chemicals, knowledge of correct dosages

Equipment operated and essential skills

- CCTV;
- Training course completed to understand how to use equipment satisfactorily
- Powered equipment requiring some adjustments to operate and maintain correct settings including basic checks on settings and running condition
- Ability to effect minor repairs and adjustments
- Vehicles and equipment-undertake daily checks
- Relevant licences
- May require ICT skills and relevant software

Role profile specific behaviours

Introduction
<p>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.</p>
Positive: We take pride in celebrating the difference we make
<p>Purpose: Taking a positive approach which delivers high quality people focused service</p>
<ul style="list-style-type: none">• I am clear about my objectives and the standards required and continually strive to improve• I ask for feedback and act on it to improve performance, learning from both my mistakes and successes.• I consider the personal needs and requirements of the people I support• I take into account the impact of my actions on others
Professional: We act in a fair and respectable way that recognises our collective expertise
<p>Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all</p>
<ul style="list-style-type: none">• I recognise my own limits and when I need to ask for help• I try to be self-aware in my work, reflecting on what I do and my impact• I offer support to my colleagues to help them succeed in what they do• I take responsibility for completing my training and development activities

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
<ul style="list-style-type: none"> • I learn from my experience and other people to improve the way things are done • I share my knowledge and good practice and ideas with others • I look for new ways of doing things and consistently try to improve
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.
<ul style="list-style-type: none"> • I try to see things from other people's viewpoint and share my views sensitively to build effective working relationships • I treat people with dignity and respect and accept their individuality • I deal sensitively and appropriately with challenging behaviours • I have the courage to challenge any inappropriate behaviour