Wolverhampton City Council
Role Profile Description
OP10

Date	**June 2010**
Family	**Operations**
Role Profile Level Number	**10**
Purpose	
To carry out basic preparation, catering, cleaning and maintenance tasks in a defined area; to set standards; under close supervision; using basic tools and equipment in support of the provision of an operational service.	
Role Accountability	**End Result**
Work – Cleaning and Tidying	
Carry out basic cleaning and clearing tasks to leave the facility clean and tidy.	• Facility clean and tidy • Rubbish cleared away • Materials and equipment in place
Work – Preparation	
Carry out basic preparation work for follow on activities.	• Assigned tasks complete to set standards • Area/food/activity ready for follow on work
Work – Maintenance	
Carry out basic repair and/or maintenance duties as instructed.	• Assigned tasks complete to set standards • Grounds/highways/buildings in good condition
Work – Security	
Patrol the site/premises keeping to the set pattern, (sequence, route, and timing) to identify incidents and control access.	• Security breaches and attempts at unauthorised access identified and reported • Security points set • Actual or attempted theft or damage recorded • Relevant authorities notified promptly

May have opening and closing responsibility for own use.	• Secure premises
Tools and Equipment	
Collect and use tools and equipment needed for given tasks, check safe and fit for use, keep in good condition and return on completion.	• Correct tools/equipment used for work • Tools etc in safe condition • Tools etc returned when work done
Records	
Keep records as instructed and required by Council procedure and legislation.	• Personal records complete, accurate, on time • Complete set routes and/or monitor the location/site • Patrol location and time recorded • Council procedures and legislation complied with
Health and Safety	
Implement relevant H&S practices and procedures as instructed.	• Safe working for self, team and customers • Compliance with relevant regulations
Resources	
May involve basic cash handling.	• Financial transactions completed accurately
Service Issues	
Report any problems or incidents encountered in work situations.	• 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 anti-social behaviour • May be exposed to and/or deal with substances of a hazardous nature
Procedural Context (creativity, discretion, impact)
• Clearly defined tasks, given instructions; very limited scope to modify work, with discretion only in the case of safety considerations; any out of the ordinary matters referred to line management • May impact on customer service and perception of Council/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
• Basic numeracy and literacy • Awareness and compliance to Health and Safety procedures
Equipment Operated and Essential Skills
• Hand tools and basic powered equipment - competent in its use and capable of making a limited number of adjustments to set up and use • May require basic ICT skills