

Role Profile

Date	1 June 2007
Family	Operational Services
Role Profile Level	1A

PURPOSE

To undertake a series of tasks of a routine nature using standard tools and equipment.

ROLE ACCOUNTABILITY	END RESULT
Work - cleaning	
Carry out routine cleaning & clearing tasks to create a clean, tidy & safe environment.	<ul style="list-style-type: none"> Assigned area clean & tidy Rubbish ready for removal and / or cleared away safely
Work – preparation	
Carry out routine tasks in preparation for follow on activities.	<ul style="list-style-type: none"> Assigned tasks done to set standards Area / food ready for follow on work Materials / equipment in place
Work – maintenance	
Carry out basic repair & maintenance activities as instructed.	<ul style="list-style-type: none"> Assigned tasks done to set standards Basic repairs done & replacements fitted Grounds / roads / buildings in good order
Work – security	
Carry out basic security duties.	<ul style="list-style-type: none"> Site / premises patrolled to set routine Site / premises secure & alarms etc. activated Unauthorised access prevented Incidents spotted & action taken
Plant, tools & equipment	
Collect tools & equipment needed for given tasks, check safe & fit for use, keep in good condition & return on work completion.	<ul style="list-style-type: none"> Correct tools etc used Tools etc in safe condition Tools etc returned when work done
Reports	
Keep & submit records as required under Council procedure.	<ul style="list-style-type: none"> Personal / work records complete, accurate, on time Council procedures complied with
Customer service	
Report any issues or incidents encountered in work situations.	<ul style="list-style-type: none"> Supervisors aware of issues promptly Breakdowns, incidents etc. reported & recorded Customers' queries / complaints received & referred
Compliance	
Implement relevant practices & procedures, including Health & Safety.	<ul style="list-style-type: none"> Safe working for self & others Compliance with relevant regulations, Council practices & procedures

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Team – work with, exchange information Supervision – receive and clarify instructions; report problems Customers, public – answer simple questions politely and refer all others; occasionally may be subject to abuse. Verbal & written communications – make notes on work & fill in pre-set forms
Working Environment Context (physical, disagreeable, health and safety aspects)
Either predominately inside a) in normal building environment, b) in kitchen areas which may be hot/cold, smelly or c) on site, predominately outside in all weather conditions with need to continue work even though shelter is available. Site conditions include drainage, excavations, ladders, scaffolding, and roads. Frequent manual handling of materials within the limits of H&S. Variety of hazards especially in site conditions and kitchens, including tools & equipment which need to be used carefully. Also using a variety of chemicals which require careful handling.
Creativity; discretion; impact: concentration
Familiarity with standard procedures. Clearly defined tasks, following instructions and supervised. Very limited scope to modify work, discretion only in the case of safety considerations. All non-standard matters referred to supervision.
Planning requirement
Minimal planning, carry out tasks under instruction
Key facts and figure ranges (include likely size of any team managed)
n/a
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Very basic numeracy and literacy. Awareness of relevant H&S precautions Basic knowledge of job tasks and equipment used.
Equipment operated and essential skills
Hand tools and very basic powered equipment – follow instructions in use of equipment.