

ROLE PROFILE

Role Title:	Operative 3	
Role Ref:	O3	
Overall Purpose of Role:	Undertakes simple tasks, using basic manual skills with some demand for precision.	

Key Areas	Key Accountabilities
<p>Delivering Results Delivering high quality services to the community/ customer</p>	<ul style="list-style-type: none"> • Deliver well-defined service, including simple tasks, using basic manual skills with some demand for precision in the use of these skills and in following of procedures. • Produce work that consistently meets quality standards. • Deliver the tasks agreed annually in your performance agreement.
<p>Managing Relationships Creating a climate that enables people to achieve business objectives</p>	<ul style="list-style-type: none"> • May liaise with others, including members of the public, to exchange information. • Work under close supervision. • Refer unfamiliar situations and / or work not covered by standard work methods/ instructions upwards.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> • Use allocated “tools for the job” effectively. • Work efficiently and effectively. • Share knowledge with others to enable the objectives of the service to be achieved.
<p>Managing Processes Ensuring high standards, best practice and business improvement</p>	<ul style="list-style-type: none"> • Work to well-defined procedures and/or standards of service for the role that may include very limited discretion in the way it is carried out.
<p>Future Focus Providing a sustainable future</p>	<ul style="list-style-type: none"> • Report customer complaints and/or pass on customer comments to manager so that improvements and/or changes or new services can be considered.

Competencies required at trained and proficient level					
Core Competencies		Level	Role Specific Competencies		Level
Self-Motivation		1	Teamwork		1
Adaptability		1			
Quality Focus		1			
Customer Care		1			

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
ESSENTIAL	PREFERRED
<ul style="list-style-type: none"> • Literate • Ability to work consistently in a physically demanding role • Manual dexterity to operate simple machinery and equipment • Specific roles will need to hold a valid qualification appropriate to the requirements of the post (eg basic food hygiene) • Able to meet the criteria specified in the Core and Role-Specific Competencies • Able to meet the criteria contained in a skills matrix (if appropriate to role) 	

Progression in Role

Inductee:	
Estimated time to get up to speed: <input type="text"/>	
<ul style="list-style-type: none"> • Has acquired role-related training/knowledge, e.g. manual handling • Has undertaken Health & Safety related instruction including accident reporting procedures 	
Proficient: What characteristics will the proficient role holder display?	
<ul style="list-style-type: none"> • Able to use any specialist equipment allocated for the task proficient with instruction • Able to follow simple verbal and/or written instructions • Able to work effectively in all weathers when situation demands • Comply with all Health & Safety related instructions given (eg safety checks/wearing protective clothing at all times) • Able to work as a reliable and supportive member of the workgroup • Able to communicate in a clear and effective way when speaking 	
Advancing 1: What characteristics will the advancing role holder display?	
<ul style="list-style-type: none"> • Able to respond to customer needs within time scales • Able to assist with induction of new members of the workgroup • Able to show consistency and take pride in work even when extremely busy • Responds positively to change and displays a can-do attitude • Displays greater confidence in performing duties requiring less general supervision 	
Additional Competencies at this level:	
• Adaptability Level 1 (outstanding)	• Customer Care Level 1 (outstanding)
Advanced 2: What characteristics will the advanced role holder display?	
Estimated time to get to advanced: <input type="text"/>	
<ul style="list-style-type: none"> • Able to display a positive image of the workgroup and Council to the general public where appropriate to the role • Shows willingness to undertake higher level or varied duties (with training) • Pro-active in suggesting ways of improving process/achieving it quicker/doing it better in the future • Able to complete tasks within expected target time scales whilst still meeting quality standards • Able to work effectively with minimal supervision/direction 	
Additional Competencies at this level:	
• Quality Focus Level 1 (outstanding)	• Teamwork Level 1 (outstanding)
Advanced : What characteristics will the advanced role holder display?	
Estimated time to get to advanced: <input type="text"/>	
<ul style="list-style-type: none"> • Able to produce work that meets high output and quality standards and / or exceeds expectations consistently • Show willingness/flexibility to take on a wider/more complex range of duties, with appropriate training/ instruction. • Can perform more complex duties in accordance with agreed quality standards • May take the lead in co-ordinating other members of the workgroup on particular group tasks, as appropriate • Ensure that own staff/peers adhere to Health and Safety rules • Assist with the induction of new members of the work group as appropriate 	

• Able to use initiative to resolve problems without necessarily referring upwards	
Additional Competencies at this level:	
• Self Motivation Level 1 (outstanding)	• Interpersonal skills Level 1