

 St Albans City & District Council	Generic Job Description
Job Family	Direct Service Delivery
Grade	Grade 2
Aim of job family	The overall aim of jobs this job family is to provide direct services usually of an ancillary and / or manual nature.
Job characteristics	Jobs in this job family will have some or all of the following job characteristics: <ul style="list-style-type: none"> • Provision of an ancillary and / or direct service • Usually labour intensive or manual work • Could involve adverse working conditions, such as working outside, dirty/noisy conditions and / or verbal abuse • Often using hand tools or basic mechanical/electrical tools • Contact with the people is incidental to the main role of the job • Requires a practical understanding of health and safety in the workplace

Key Characteristics

Knowledge

Jobs require basic knowledge of processes and procedures for a limited range of tasks and operation of associated basic tools and equipment. Tasks are very repetitive in nature.

Use of basic tools includes simple hand tools.

Standard driving licence.

Mental Skills

The job requires judgemental skills to identify straightforward solutions to simple problems.

Refers problems to supervisor

Interpersonal and Communication Skills

Jobs require a normal level of courtesy in dealing with other people.

Physical Skills

Physical skills are often required for straightforward manual tasks where there is a need for hand-eye co-ordination.

Initiative & Independence

The job involves working to detailed instructions. Little close supervision is required beyond that provided by working methods and supervisor checks.

Demands

The job will often involve considerable physical effort either on an ongoing basis or periods of high physical effort

The job may also experience some mental and/or emotional demands

Supervisory responsibility

No supervision of other employees but may occasionally show new employees 'the ropes'

Working Conditions

The job could involve some exposure to adverse working conditions through working outside in all weathers, exposure verbal abuse etc.

Generic Accountabilities

Working with People

Is responsible for delivering basic manual services for the benefit of customers

There is limited responsibility for the health & safety of others beyond own working practices

Provision of an ancillary service (e.g. cleaning)

Working with other Employees

The work does not involve supervising other employees. Jobholders may be required to work effectively as part of a team.

Working with Financial Resources

There is no requirement for the management of financial resources at this level

Jobs may be process invoices, cheques, income or equivalent.

Working with Physical Resources

Responsible for general cleaning of buildings, equipment or equivalent resources.

Other

1. The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

Key Outputs/Impact

Jobholder typically provides basic direct manual services .

Generic Person Specification

- No specific qualification required
- Relevant work experience
- Basic working knowledge of health and safety practices (e.g. how to lift safely)
- Appropriate level of knowledge of equality and diversity issues

Competency Framework

All Officers at this level are expected to be fully competent in all aspects of the Council's Competency Framework for personal effectiveness:

- Communicating with others
- Team working
- Respecting others
- Managing work
- Striving for excellence
- Responding to change
- Customer focus