

 St Albans City & District Council	Generic Job Description
Job Family	Direct Service Delivery
Grade	Grade 4
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 knowledge of processes and procedures for a range of tasks in relation to job purpose. Tasks are repetitive in nature.

Jobholder requires basic literacy and numeracy to maintain work records and schedules

Mental Skills

The job requires judgemental or creative skills where there is some need to interpret situations or information and solve straightforward problems

Refers more serious queries to supervisor

Interpersonal and Communication Skills

Jobs require a straightforward level of communication with others. Usually internally but could include customers.

Physical Skills

A high level of physical skills are often required for more complex manual tasks where there is a need for hand-eye co-ordination

Initiative & Independence

Job involves working within recognised procedures, which leaves room for the use of initiative. Refers more difficult problems and issues to more experienced and senior colleagues

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

Job may supervisor other employees in small teams (e.g. 'charge hand' type supervision)

Working Conditions

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

Generic Accountabilities

Working with People

Is responsible for the general caretaking, cleaning and basic maintenance of property, land, equipment or equivalent

The jobholders has some responsibility for the health & safety of others.

Working with other Employees

The job may take a leading role in supervising, coaching, guiding and helping less experienced team members. (e.g. charge hand)

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 the general cleaning, day to day maintenance and caretaking of buildings, land equipment or equivalent

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 general cleaning, caretaking and day to day maintenance of buildings and surroundings.

Generic Person Specification

- NVQ Level 2 or equivalent qualification in relevant subject

and / or

equivalent relevant work experience

- Appropriate level of health and safety practices
- Appropriate level of knowledge of equality and diversity issues
- Ability to drive specialist vehicles with trailers (e.g. tractor)
- Appropriate driving licence
- Practical experience of using hand tools for 'DIY' type repairs and maintenance.

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