

 <b>St Albans</b> City & District Council	<b>Generic Job Description</b>
<b>Job Family</b>	Direct Service Delivery
<b>Grade</b>	Grade 5
<b>Aim of job family</b>	The overall aim of jobs this job family is to provide direct services usually of an ancillary and / or manual nature.
<b>Job characteristics</b>	Jobs in this job family will have some or all of the following job characteristics: <ul style="list-style-type: none"> <li>• Provision of an ancillary and / or direct service</li> <li>• Usually labour intensive or manual work</li> <li>• Could involve adverse working conditions, such as working outside, dirty/noisy conditions and / or verbal abuse</li> <li>• Often using hand tools or basic mechanical/electrical tools</li> <li>• Contact with the people is incidental to the main role of the job</li> <li>• Requires a practical understanding of health and safety in the workplace</li> </ul>

### Key Characteristics

#### Knowledge

Jobs require knowledge of processes and procedures for a range of tasks in relation to job purpose. Tasks are generally repetitive in nature.

Jobholder requires 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 normal level of courtesy and effectiveness in dealing with other people. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy.

## **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. The jobholder can respond to unexpected problems.

## **Demands**

The job may 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

## **Working Conditions**

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

<b>Generic Accountabilities</b>
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## **Working with People**

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

Day to day responsibility for the health and safety of employees and members of the public through safe working practices

## **Working with other Employees**

The job may be a first line supervisor for a team of people

## **Working with Financial Resources**

There may be the requirement to manage very small budgets or handle financial resources on an occasional basis.

## **Working with Physical Resources**

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

There may also be some responsibility for the security of buildings, land or equipment.

## **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.

<b>Key Outputs/Impact</b>
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Jobholder typically provides general cleaning, caretaking and day to day maintenance of buildings and surroundings

and may supervise a team of people doing similar work.

<b>Generic Person Specification</b>
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- NVQ Level 2 or equivalent qualification in relevant subject
- and / or**
- equivalent relevant work experience
- Appropriate level of health and safety awareness
  - May require experience of supervising other team members
  - Appropriate level of knowledge of equality and diversity issues
  - Ability to drive specialist vehicles with trailers (e.g. tractor)
  - Appropriate driving licence
    - Higher level of practical skills for carpentry, basic construction and maintenance.

<b>Competency Framework</b>
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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