

 <b>St Albans</b> City & District Council	<b>Generic Job Description</b>
<b>Job Family</b>	Direct Service Delivery Level A
<b>Grade</b>	Grade 1
<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 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 very simple common problems.

Refers problems to supervisor

#### Interpersonal and Communication Skills

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

### **Physical Skills**

There is no particular requirement for physical skills.

### **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 some physical effort either on an ongoing basis or periods of high physical effort.

The job may also experience limited mental and/or emotional demands.

### **Supervisory responsibility**

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

### **Working Conditions**

The job involves little or no exposure to unpleasant or adverse working conditions

<b>Generic Accountabilities</b>
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### **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.

<b>Key Outputs/Impact</b>
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Jobholder typically provides basic direct manual or ancillary service.

<b>Generic Person Specification</b>
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- 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.

<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