Cumbria County Council

County Council

CE2

Customer Engagement

Role Profile Description

Date	January 2015
Purpose	To provide a service, carrying out duties of a straightforward nature with basic equipment, to enable users to utilise a facility or service.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
• Prioritising own activities within a series of allocated tasks.	• Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality • The team plan is met.
• Co-operating with colleagues and contractors. • Contributing to team-working. • Supporting and guiding less experienced staff, if required.	• Teamwork is effective. • Colleagues are supported.

Competency measurements

Clarify what is personally required to do the job well and take pride in own work.
Accept feedback to improve effectiveness.

Making things happen / Delivering results

Accountable For	End Result
• Carrying out allocated tasks in accordance with procedures.	• Work is completed effectively and efficiently within set routines and simple procedures.
• Maintaining relevant records and submitting reports.	• There is a record of work done/time spent/cash taken.
• Providing a mix of cleaning, maintenance and/or security services for users.	• The environment is safe and secure. • The facility is clean and tidy. • Set standards are met.

Competency measurements

Check facts and consider options before deciding on how best to do own job.
Report repeated problems, waste and inefficiency.

Service Improvement and innovation

Accountable For	End Result
• Reporting any problems concerning work or tools/equipment, and incidents encountered.	• Corrective action is initiated. • Council procedures are complied with.
• Making recommendations for improvement. • Cooperating with change.	• Improvements are identified and implemented.
Competency measurements	
Open-minded about new ways of working and are committed to make improvements.	

Managing resources

Accountable For	End Result
• Making the facility available for use, opening and closing and setting out items.	• The facility is prepared satisfactorily, as instructed. • The facility is available for use. • Items are set out as instructed.
• Handling cash, including client monies. • Receiving, keeping secure and handing over cash. • Processing small amounts of money and small transactions. • Issuing receipts, as necessary.	• The correct cash is received and handed over, in accordance with procedures. • Receipts are issued.
• Carrying out basic inspection and maintenance of tools and equipment.	• Tools/equipment are in good order.
Competency measurements	
Understand that all actions have a cost so use resources efficiently.	

Customer and Community focused

Accountable For	End Result
• Responding politely and helpfully to requests and enquiries from users, and directing them to a relevant source for resolution. • Working with the general public and users; responding to basic questions; showing them in/out of the facility; helping them to use the facility.	• Responses are initiated, with appropriate information. • Users are satisfied or directed towards further help. • User is shown location and layout. • User is able to use facility properly.
• Guiding users out of the facility in emergencies.	• User's safety is maintained.
Competency measurements	
Respond to customer needs, deal with customers in a courteous, timely and professional manner	

Qualifications, knowledge, experience and expertise

- NVQ Level 1.
- Reliable, respectful.
- Literate and numerate.
- Committed to ongoing personal development.
- Understand relevant procedures and practices.
- Customer service skills.
- Understanding of equipment and materials used.
- Awareness of relevant Health and Safety and other requirements.
- Awareness of safety/operational issues concerning materials and equipment.
- Hand tools and basic use of powered tools, including vacuum, cleaning and other tools relevant to the work area.
- ICT skills relevant to the work area.

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-
www.cumbria.

Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

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