

OPERATIONS FACILITATOR			
Reference No.	I514.01	Type	Individual
Service	Environment & Building Services		
Job Family	Para-Professional 5	Grade	FC7

Purpose
Provide a full education co-ordination of materials, income recovery delivery, operational information and trades apprenticeships, in-line with the maintenance of contracts and programmed Building Works of the Council.
Ensure the efficient and effective operation of all client services support to Building Services.
Control and management of Small Plant and Tools in order to maintain best value.
Maintain work programmes, provide construction information, relevant supervision and standardise information transfer processes.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Organising and controlling operational delivery of service, including deploying and planning of resources, facilitating material demands management, and income generation.	<p>Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent</p> <p>Significant experience of working in a in a construction environment or relevant public sector experience (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>HND in Management of Relevant Discipline or SVQ4 attained within a construction environment</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
Controlling and maintaining a comprehensive work programme management system that meets all legal requirements for efficient and transparent provision of information, directives and life-cycle requirements on existing and completed projects.	<p>Knowledge of Trades Apprenticeships and construction work elements in a Customer Focused Business</p> <p>Experience of working to deadlines</p>	<p>✓</p> <p>✓</p>	

Role Profile

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Maintaining a comprehensive plant and tool management system that meets all legal requirements for efficient equipment provision and maintenance.	Organisational skills IT skills (Embrace technology and information)	✓ ✓	
Providing advice on small plant, tool and material requirements, income/expenditure recovery Service Level Agreements, non-compliance and apprenticeship provisions, to internal customers and external partners.	Communication skills	✓	
Ensuring excellent Customer Care Standards and commitment is evident at all times.	Customer service skills (Focus on customer)	✓	
Supervision of apprentices within related Services teams.			
Identifying levels of supervision and programmes of work experience.	Initiative taking skills (Take ownership)	✓	
Managing plant, tool and clothing requirement.			
Representing functions across Services and external partners at an operational level.			
Producing bespoke and complex reports.	Report writing skills	✓	
Liaising with Council departments, suppliers/contractors, internal service providers, other local authorities, colleges and relevant external agencies and organisations.	Team working skills (Work together)	✓	
Managing the collection of waste materials and the disposal of redundant equipment relevant to individual sections of the service.	Problem solving skills (Deliver results)	✓	
Managing and supporting staff in an operational environment of construction based activities and identifying training and development needs.	Supervisory/Management experience	✓	
Undertaking people management processes, including attendance management, contribution management and providing advice on			

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policies such as compassionate leave, maternity leave, equal opportunities and initial disciplinary action.			
Managing Health & Safety Standards in accordance with the current Health & Safety at Work Legislation, audit guidelines, performance indicators, service delivery requirements and policies and procedures.	Health & Safety Qualification or relevant experience	✓	
Monitoring service specific budget costs such as materials, stock, sub-contractors and providing detailed financial reports broken down in appropriate format.	Knowledge of purchasing requirements in a construction organisation Experience of income monitoring and job requirements in construction maintenance.		✓ ✓
Managing financial processes for Audit purposes	Experience of financial systems	✓	
Supporting services in purchasing, material management, income recovery and apprentice employment and development.			
Developing and Maintaining systems specifically in relation to storage and movement.			
Setting new Key Performance Indicators and maintaining existing standards.			
Enabling the introduction of new procedures and/or new equipment technology.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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JOB TITLE (of Specialist tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is included:
<ul style="list-style-type: none"> • Structure Chart • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results