



Role Profile

Operations Officer			
Reference No.	I554.01	Type	Individual
Service	Building Services		
Job Family	Admin and Clerical	Grade	FC5

Purpose
<p>To be responsible for the provision of comprehensive Materials and construction education service, providing a full education co-ordination of materials, income recovery delivery, operational information and trades apprenticeships for the maintenance, contracts and programmed Building Works of the Council and ensure the efficient and effective operation of all client services to Building Services in order to maintain best value delivery to Council Services and Voluntary organisations via the Building Services function.</p> <p>Provide a customer-oriented approach with the emphasis on excellent customer care and a service which is responsive to customer needs,</p> <p>Provide comprehensive professional support within the Service and Directorate.</p>

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 deployment and planning of resources on a day to day basis including facilitating material demands management, fleet resource management, income generation and supervision of apprentices within related Services teams.	<p>Educated to SCQF level 6, which includes Highers or SVQ level 3 in Business Admin or construction environment or equivalent</p> <p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent</p>	✓	✓

E = Essential Criteria D = Desirable Criteria

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	Health & Safety Qualification or relevant experience www.scqf.org.uk/framework-diagram Knowledge of construction training needs or Purchasing requirements of a construction organisation. Income monitoring and the principals of job requirements (Deliver Results – See How We Work Matters Framework) Knowledge of construction maintenance requirements		✓ ✓
Overseeing management of tool requirement, clothing, Identification of Levels of supervision and programmes of work experience.	Knowledge of Trades Apprenticeships and construction work elements in a Customer Focused Business		✓
Reviewing processes and make recommendations for necessary service improvements.	People Management Skills	✓	
Representing own functions across services and external partners at an operational level.	Knowledge and experience of transport/fleet reporting procedures	✓	
Assisting in the management of Automatic vehicle location systems and telematics.			
Providing advice on material requirements, telemetry deployment, telematics management/reporting, income/expenditure recovery SLA non-compliance and apprenticeship provisions of Building Services to internal customers and external partners.	Considerable experience of working in a construction environment or relevant public sector	✓	
Producing bespoke and complex reports when required.	Analytical skills	✓	
Communicating, distributing and liaising with Council Departments, suppliers/contractors, vehicle location & telematics data and hardware requirements, internal service providers, other local authorities, colleges and relevant external agencies and organisations.	IT skills (Embrace technology and information) Report Writing/Presentation Ability	✓	✓
Arranging the collection of waste materials and the disposal of redundant equipment relevant to individual sections of the service.	Ability to work effectively in a team (Working together) Sound organisational ability	✓	

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		✓	
Managing personnel in the facility in accordance Council Policy for such procedures as Attendance Management, Contribution Management etc.	Rational/methodical approach to problem solving Ability to work to deadlines Good time management	✓ ✓ ✓	
Controlling and maintaining a comprehensive asset management system that meets all legal requirements for efficient equipment provision and maintenance.	Experience of Construction Materials and demands, Construction job requirements and sub-contractor monitoring		✓
Monitoring service specific budget costs such as materials, stock, sub-contractors, fleet and plant requirements and provide detailed financial reports broken down in appropriate format as required by Building Services and clients.	Developing Trades Apprenticeships in a public sector environment and using Operational Systems		✓
Developing and maintaining systems specifically in relation to storage, movement and delivery of materials, Joinery jigs, materials, Plumbing, Wet trades, Electrical and other trade testing equipment distribution, building maintenance, uplift of apprentice commodities and maintenance of the registered Facilities.	Knowledge of external hardware and software requirement for the control of fleet, plant and equipment in a construction organisation Knowledge of purchasing/ordering/invoicing	✓	✓
Maintaining the Audit process for all aspects of the business.	Experience and ability to carry out audits and periodic checks Forward thinking	✓ ✓	
Ensuring Audit requirements are met both internally and by supporting services in purchasing, material management, income recovery and apprentice employment and development.	Communication Skills (Take ownership) Ability to provide a regular and effective service	✓ ✓	
Assisting in the Management of Health & Safety Standards			
Monitoring and Identifying the Training and Development of Staff.	Motivational skills	✓	
Ensuring Business Support update and maintain relevant training records that are current.			

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Co-operating with the introduction of new procedures and/or new equipment technology.	Flexible approach to working	✓	
Ensuring excellent Customer Care Standards and Commitment is evident at all times	Enthusiastic and committed to continuous improvement	✓	
Setting new KPI's and maintain existing KPI standards.	Positive attitude towards customer care (Focus on customers)	✓	
Controlling of monitoring and communications with external bodies and maintenance of regulatory requirements for national testing within Modern and trade apprenticeships, e.g. CITB, SDS, etc.			
Using Microsoft and internal applications to ensure correct recording/reporting, programming is clear and concise for analysis of multiple levels within the organisation.			
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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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 checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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Additional Information – the following information is available:

- 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:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results