



# Role Profile

## AREA CO-ORDINATOR

Reference No.	G005.03	Type	Generic (3)
Service	Environment & Building Services		
Job Family	Technical 6	Grade	FC6

### Purpose

Responsible for assisting the area delivery of the service function and related operations, ensuring the development and delivery of sustainable service provision at local Area/Ward level. Working in all weather conditions, you will be responsible for the day to day operations and effective organisation and deployment of resources.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Leading the day to day operation of an Area/Ward function by providing leadership and direction to employees, ensuring that all works done meet with agreed work programmes and responsive/ad-hoc works requirements, making use of the appropriate staff, vehicles, plant and machinery.	Moderate experience of management of parks streets and open spaces or bereavement services (as applicable) or other relevant field (Deliver results - See 'How We Work Matters' Framework)  CMI SCQF Level 6 Certificate in First Line Management (S6C1) or equivalent  SVQ Level 2 in Amenity Horticulture or equivalent in a relevant subject  SVQ Level 3 Amenity Horticulture or equivalent in a relevant subject  CMI SCQF Level 8 Diploma or equivalent  PA1 and PA6 AW spraying certificate	✓   ✓  ✓	✓    ✓  ✓

E = Essential Criteria    D = Desirable Criteria

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Ensuring that operational facilities and resources are managed in accordance with the Service requirements with reference to health and safety, quality management systems and Service planning.	Knowledge of relevant legislation		✓
Direct and co-ordinate the staff and workload within a geographical area. (i.e. priorities workload, achieve targets).	Experience of directing and coordinating staff	✓	
Providing regular 'hands-on' coaching and undertaking relevant people management tasks, e.g. return to work interviews, dealing appropriately with leave requests.	Experience of managing performance within a team	✓	
Assisting in the employee development process and identify training needs within the team, motivating staff to promote a flexible team work ethic.	Team working skills (Work together)	✓	
Assisting in the implementation of the Area Operational Plan.	Motivational skills	✓	
Assisting in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Experience of project management		✓
Assisting in the implementation of the Area Operational Plan.	Effective delegation skills	✓	
Ensuring optimal utilisation of the fleet within area of responsibility.			
Contributing to the implementation, operation, monitoring and reporting of Service Quality Assurance Standards and systems. LEAMS and LAMS.	Knowledge of quality management systems	✓	
Preparing, producing and delivering briefings and reports.	Presentation skills		✓
Ensuring that all accurate records/logs/electronic devices, etc, are properly maintained and that data is recorded in accordance with Service and Corporate standards.	Basic IT skills (Embrace technology and information)	✓	
Responding timeously and effectively with customer/stakeholder enquiries, requests and complaints.	Accuracy skills	✓	
Ensuring that employees are provided with appropriate PPE required to carry out their duties in a safe, efficient and effective manner.	Customer service skills (Focus on customers)	✓	
Ensuring implementation of Council policy, Health and Safety and codes of practice (i.e. public safety, employee safety, checks and control measures)	Supervisory skills	✓	
	Communication skills	✓	

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Ensuring compliance with appropriate Health & Safety legislation and regulations and assisting with risk assessments, COSHH assessments, manual handling assessments, etc.	Experience of compliance with Health and Safety and Risk Assessments. (Take ownership)	✓	
Collating timesheets and overtime returns using appropriate documentation and IT systems.			
Reviewing routing of vehicles to maximise productivity and ensuring adequate fuel supplies and that fuel types are mixed correctly.			
Assisting in co-ordinating operational requirement relating to major events, ensuring all relevant legislation and best practice is implemented and working with internal and external agencies to deliver required outcome.	Experience of contributing to Service Plans		✓
Assisting with community developments and programmes in area, e.g. Events such as floral enhancements, award beaches, parks and fairs.	Knowledge of developing and implementing work programmes	✓	
Providing the information for commissioning the purchase of materials.			
Identifying, and carrying out repairs as required or through in-house or external services and monitoring to ensure compliance with agreed specifications.			
Interpreting drawings, specifications, bills of quantities, and other work instructions for non-routine works including environmental improvements, new play areas, etc.			
Recommending new developments and innovations for service benefit.	Influencing and negotiation skills	✓	
Contributing to recommendations on vehicle/plant hires and purchases.			
Contributing to the Council's efficiency agenda through implementing change which will contribute to reductions in cost.	Political Awareness	✓	
Co-ordinating with other Area/Ward stakeholders in achieving Service delivery standards (e.g. Community Police, Elected Members, Environmental Enforcement Officers, Dog Wardens, etc.)	Partnership working skills	✓	
Opening and closing facilities and undertaking associated key-holder responsibilities.	Time management skills	✓	

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Assisting in the investigation and resolution of complaints and investigation of claims of avoidable damage.	Conflict handling skills	✓	
Manually removing litter, animal carcasses, animal faeces and noxious substances and also deposits arising from illegal dumping. Also assisting the transfer of recyclable waste.	Ability to undertake manual outdoor working in all weathers	✓	
Carrying out accident reporting in line with procedure and assisting in accident investigations.	Knowledge of plant and equipment and current best practice in parks and street cleaning operations or similar environment		✓
The post holder may be required to deputise for the Area Officer as necessary.	Leadership skills	✓	
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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<b>Area Co-ordinator (Bereavement Services)</b>			
Leading the day to day operations within cemeteries and churchyards including grounds maintenance functions, and all associated works involved in the location, preparation and reinstatement of graves for burial using staff resources trained and competent in the use of required plant and machinery.	Scotvec NC in Burials and Cemeteries	✓	
	Experience of management of cemeteries and church yards	✓	
<b>Area Co-ordinator (Specialist – Arborist)</b>			
Leading the day to day operations within an arboreal function. Supporting the Area Officer (Specialist – Trees) in all aspects of planning and executing arboriculture work and the use of suitable equipment and materials to carry out all aspects of tree surgery.	Basic Chainsaw and maintenance NPTC201, 202 and 203 (Previously CS30 and CS31)	✓	
	Arial rescue NPTC206 and 306 (Previously CS38)	✓	
	Basic tree survey and inspection qualification	✓	

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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"/>	

### 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