

Operational and Facilities Job Family – GRADE 1

Role Summary

Roles at this level work within a well defined programme of work carrying out routine and often repetitive tasks/duties which are practical in nature. Role holders will normally be part of a team of people engaged in similar tasks, and will operate under regular/direct supervision. Knowledge required for the role is typically gained through on-the-job training and/or limited work experience.

HERA Elements

Communication
<ul style="list-style-type: none">▪ Communicate basic/straightforward information e.g. everyday communications on routine work related matters with supervisor and fellow workers, providing straightforward information to others, receiving instructions.▪ Communication is typically oral, but there may be a requirement to do some basic record keeping, write brief notes, complete stock order forms etc.
Teamwork and Motivation
<ul style="list-style-type: none">▪ An active participant in the team, co-operating and working with colleagues in order to meet team objectives/deadlines.▪ Will normally have easy access to a supervisor/line manager for day-to-day support and guidance.
Liaison and Networking
<ul style="list-style-type: none">▪ Not a requirement of the role.
Service Delivery
<ul style="list-style-type: none">▪ Provide a routine defined operational service e.g. cleaning rooms, serving food to customers/students, basic food preparation etc.▪ Standards and requirements of the service are set by others.
Decision Making
<ul style="list-style-type: none">▪ Decisions made are routine in nature e.g. order in which to complete tasks, deciding when support/assistance is required to complete a task, when to refer a matter to a supervisor.
Planning and Organising
<ul style="list-style-type: none">▪ Complete tasks to a given plan/detailed set of instructions with allocated resources e.g. following a set rota when cleaning rooms, preparing food etc.
Initiative and Problem Solving
<ul style="list-style-type: none">▪ Respond to/solve standard day-to-day problems as they occur. Problems will be straightforward and resolved by following working practices and procedures or by referring the problem to others e.g. carrying out straightforward/routine repairs, reporting faults/complaints to relevant person, reprioritising tasks due to workload/issues which have arisen.
Analysis and Research
<ul style="list-style-type: none">▪ Expected to establish the basic facts in situations and/or perform basic checks e.g. check/monitor stock levels, filling out standard forms etc.

Sensory and Physical Demands
<ul style="list-style-type: none"> ▪ Required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort over a prolonged period e.g. on feet/working in awkward positions. ▪ Operates/utilises standard equipment or tools i.e. vacuum cleaner, dish washers, brush, mop etc.
Work Environment
<ul style="list-style-type: none"> ▪ Work environment is relatively stable (e.g. offices, teaching rooms, communal areas, bedrooms, toilets), but role holder will be required follow standard health and safety guidelines when undertaking role. Role holder may be exposed to some unfavourable conditions such as dirt, dust, unpleasant substances e.g. detergents, food waste etc.
Pastoral Care and Welfare
<ul style="list-style-type: none"> ▪ Show consideration to others and refer to relevant people if necessary.
Team Development
<ul style="list-style-type: none"> ▪ May be required to guide/advise new starts working in the same role on standard work practices, equipment etc e.g. demonstrating tasks, being shadowed by new members of the team.
Teaching and Learning Support
<ul style="list-style-type: none"> ▪ Not required to teach/train others outwith the team.
Knowledge and Experience
<ul style="list-style-type: none"> ▪ Required to be aware of basic principles and have an understanding of the systems and procedures which directly impact on work. ▪ Knowledge gained through on-the-job training and/or limited work experience. ▪ Required competencies should be attained within a period of days/weeks. ▪ Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

Personal Skills/Attributes

- Work is carried out accurately, on time and to prescribed standards.
- Ability to follow clear instructions.
- Ability to provide good customer service.
- Ability to make effective use of basic equipment.
- Courteous and effective exchange of basic factual information.
- Basic numeracy and literacy skills, where required.
- Attention to detail.
- Flexibility around basic routines eg change of workplace or team etc.