
Job Level Descriptors

Operational Services Staff

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Contents

1	Operational – Grade 1	1
1.1	Job Summary	1
1.2	Typical Work Activities	1
1.3	Knowledge, Skills and Experience	1
1.4	Quality Standards	1
2	Operational – Grade 2	2
2.1	Job Summary	2
2.2	Typical Work Activities	2
2.3	Knowledge, Skills and Experience	2
2.4	Quality Standards	2
3	Operational – Grade 3	3
3.1	Job Summary	3
3.2	Typical Work Activities	3
3.3	Knowledge, Skills and Experience	3
3.4	Quality Standards	3
4	Operational – Grade 4	4
4.1	Job Summary	4
4.2	Typical Work Activities	4
4.3	Knowledge, Skills and Experience	4
4.4	Quality Standards	4

Job Level Descriptors

Operational Services Staff

1 Operational – Grade 1

1.1 Job Summary

Operational roles requiring basic secondary education plus some work induction/on the job training. Post holders will be involved in the provision of a practical support service within a defined programme of work and tasks undertaken will tend to be limited and highly specific in content, e.g., cleaning. Post holders will not have responsibility for forward planning and will tend to focus on the task in hand, with their work being prioritised by a supervisor. Although priorities and duties will be set by a supervisor, there may be some choice as to the order in which these are completed. Post holders will be required to exchange information with fellow team members and other individuals. Each work situation faced by post holders will be almost identical to the previous one and decision making will be limited by the straightforward nature of the task and by the supervisor, who will normally be readily available for support and to whom problems can be referred.

1.2 Typical Work Activities

- Participates within a defined programme of work with tasks and work priorities allocated by a supervisor. Problems identified are communicated to a supervisor.
- Operates simple equipment, e.g. machine cleaner/polisher, industrial washer/dryer, dish washer and vacuum.
- Participates in a programme of cleaning, which may include cleaning student accommodation, teaching rooms, offices, toilets, communal areas, kitchen and refectory areas, kitchen utensils, student accommodation, bedrooms etc.
- Serves hot and cold food and beverages to customers.
- Assists, under supervision, in the preparation of basic foods, e.g. sandwiches and vegetables.
- Replenishes materials and stock, such as, drinks in vending machines, paper towels and soap in toilet areas.
- Provide support to chef(s), through, for example, clearing away and cleaning various kitchen items, e.g. grills, industrial pots etc.
- To occasionally assist in large scale cleaning operations.
- Some roles at this level may have responsibility for holding master keys, e.g. to bedrooms for the purpose of cleaning.
- To provide a chamber maid service to guests within student accommodation block (throughout summer period only).
- May involve exposure to unfavourable conditions, including dirt, dust and unpleasant substances e.g. detergents. May involve continuous physical effort, including standing, walking and working in awkward positions on a regular basis.

1.3 Knowledge, Skills and Experience

- Post holders have the knowledge, skills and experience normally associated with a basic standard of secondary education enabling the acquisition of numeracy and literacy
- Previous experience is not essential; knowledge and skills are acquired through induction/on the job training and reinforced by experience of up to six months.
- Requires the ability to follow instructions and to produce work to required standards.
- Be willing and able to undertake relevant formal training as required by the post, e.g. BICs certificate, manual handling and H&S training.

1.4 Quality Standards

- Work is carried out on time to prescribed standards
- Ability to provide good customer service
- Courteous and effective exchange of factual information is facilitated
- Work is accurate and reliable
- The post holder is aware of Health & Safety and Equal Opportunity issues, as appropriate for the post.

2 Operational – Grade 2

2.1 Job Summary

Operational roles which require knowledge and skills gained through some formal training, for example in relation to H&S and manual handling, plus previous work experience gained over a period of up to one year. The work of post holders at this level is normally task oriented, rather than being planned for weeks and months ahead. However, post holders will have to prioritise their limited range of tasks to ensure that duties are completed on time and that a courteous and effective service is provided to others. Post holders will have the ability to communicate with fellow team members and individuals internal and outside the organisation, ensuring that factual information is clearly understood and transmitted by/to the other party. Post holders will respond to routine queries/issues, referring any unusual situations to other team members. Roles at this level will be covered by established work routines and, although supervision is available in the event of a difficulty, this is not, in general terms, stringent. “Hands-on” supervisory roles as described in Level 3, who do not have responsibility for training and development and staff appraisal may fall within Level 2.

2.2 Typical Work Activities

- Carry out daily tasks, such as cash handling; uplift and distribution of mail/items, e.g. refuse, furniture, chemical, waste.
- To conduct routine repairs on a daily basis, e.g. tighten door handles, unblock sinks etc.
- Process routine forms (e.g. incident forms, booking forms, accident reports).
- Set up of equipment, e.g. for teaching, formal events and sport activities; this can include moving tables, chairs and furniture.
- Receive and respond to general enquiries, passing on enquiries outwith own knowledge base.
- Simple cooking in accordance with prescribed menus.
- Shelves and retrieves books.
- Operation of potentially hazardous machinery, e.g. grass cutting equipment, industrial oven.
- Work on a cash till and may assist in counting daily takings, e.g. this is frequently a feature of Bar Work.
- Hold responsibility for master keys.
- As part of a team, to participate in a planned Grounds and Gardens work schedule, which can include maintaining various types of turf, the propagation of plants and using pesticides as appropriate.
- To deliver and set up food and beverages at various functions/meetings.
- Provision of first aid may be an essential aspect of roles at this level.
- May involve exposure to unfavourable conditions, e.g. dirt, dust and unpleasant substances and fumes, plus some risk of potential verbal/physical abuse. May involve continuous physical effort, including standing, walking and lifting on a regular basis.

2.3 Knowledge, Skills and Experience

- Post holders have the knowledge, skills and experience normally associated with work experience of up to one year and attendance at short courses, such as, Health & Safety, Food Hygiene and Pesticide Certificate.
- Some posts may require formal certificates, such as Pool/Lifeguard certificate, a horticultural certificate or a driving license.
- Ability to work accurately and dependably and to follow instructions when required.
- Ability to prioritise and sequence tasks in order to ensure duties are completed on time.
- General knowledge of the University Estate.

2.4 Quality Standards

- Work is carried out on time and to prescribed standards
- Courteous and effective exchange of factual information is facilitated, verbally and in writing, when appropriate.
- Work is accurate and reliable.
- The post holder is aware of Health and Safety and Equal Opportunity issues, as appropriate for the post.

3 Operational – Grade 3

3.1 Job Summary

Mainly “hands-on” supervisory roles which require knowledge and skills gained through some formal training, for example in relation to Health and Safety, plus previous work experience gained over a period of up to two years. The work of post holders will be concerned with prioritising and sequencing their own work and possibly the work of subordinate staff, mainly on a daily basis, to ensure that tasks are completed on time to required quality standards. Post holders will have the ability to communicate with fellow team members and individuals internal and outside the organisation and will have sufficient communication skills, for example, to deliver straightforward work instructions to subordinate staff or to act as first point of contact in emergency situations, relaying factual information in a calm and accurate manner. Roles at this level will be covered by work rotas and routines, which may be subject to slight modification on a daily basis by post holders. Guidance and support is readily available in the event of difficulties.

3.2 Typical Work Activities

- Assist in the provision of a safe and secure environment, including, monitoring access to buildings/CCTV, patrolling areas/buildings and reporting suspicious activities.
- Complete timesheets, overtime sheets and risk assessments.
- Conduct checks in relation to building safety in order to identify and highlight potential hazards, e.g. potential causes of fires, floods etc.
- Provide work instructions, supervise and delegate duties to staff (including cleaning and catering staff). Check the quality of work completed by others.
- Train and develop staff and conduct staff appraisals under the overview of a manager.
- Induct new members of staff, ensuring that they have the necessary equipment and information to function within their roles.
- Responsible for ensuring staffwork in a safe and hygienic manner, e.g. ensuring staff wear protective clothing.
- Responsible for checking and ensuring stock quantities are maintained, e.g. in relation to vending machines and cleaning supplies.
- Provision of first aid may be an essential aspect of roles at this level.
- May involve exposure to unfavourable conditions, e.g. dirt, dust and unpleasant substances and fumes, plus some risk of potential verbal/physical abuse. May involve continuous physical effort, including standing, walking and lifting on a regular basis.

3.3 Knowledge, Skills and Experience

- Post holders have the knowledge, skills and experience normally associated with work experience normally of up to two years and attendance at short courses, such as Health and Safety, BICS certificate and basic supervisory skills.
- Completion of relevant SVQ short courses, e.g. Advanced Food Handling.
- May require basic supervisory skills, including knowledge to induct new members of staff and ability to allocate duties on a day-to-day basis.
- Ability to prioritise and sequence own work and possibly the work of others to ensure that duties are completed on time.
- Ability to exchange factual information with a range of internal and external stakeholders.
- Sufficient knowledge to conduct checks on the work of others, e.g. spot cleaning checks.

3.4 Quality Standards

- Work is carried out on time to prescribed standards
- Courteous and effective exchange of factual information is facilitated, both verbally and, in writing, when appropriate
- Work is accurate and reliable.
- The post holder is aware of Health and Safety and Equal Opportunity issues, as appropriate for the post.

4 Operational – Grade 4

4.1 Job Summary

Specialist operational roles, or basic supervisory operational roles which require knowledge and skills gained through previous work experience of up to three years, or, depending on the role, a formal qualification, at City and Guilds level plus less practical experience. The nature of the tasks undertaken by post holders will mean that work is planned over a relatively short time-span (e.g. day-to-day or occasionally on a weekly and/or monthly basis). This is likely to involve organising and co-ordinating the work of others. Post holders need to be aware of timescales and operational outputs; they are required to work within these to ensure that tasks are completed accurately and on time. Communication will primarily involve the clear transmission of factual information to stakeholders (e.g. customers, contractors, other staff members, including subordinates). Post holders will face a range of problems in their role, most of which will have been experienced previously and for which solutions will have been established; post holders will directly apply their experience to these situations.

4.2 Typical Work Activities

- Organises, co-ordinates and prioritises own workload.
- To assist a line manager in developing longer term work programmes.
- Supervisory element to role which may include providing on the job training, organising and prioritising the workload of subordinate staff and assisting in recruiting staff within specific area of responsibility.
- Update information utilising straightforward databases. May include ensuring that appropriate paperwork has been completed correctly by subordinate staff.
- Prepare and cook food for a variety of events, with some creative input to menus.
- Meet with customers/suppliers/contractors to determine their needs and have some role in ensuring these needs are met.
- Receive and respond to enquiries from stakeholders (e.g. customers, contractors, other staff members), passing on information and judging when to re-direct more complex enquiries to senior staff. May involve dealing with customer complaints (verbally).
- A degree of co-ordination may be required to ensure the smooth and efficient delivery of a limited service (e.g. co-ordinate a function, co-ordinate a Grounds and Gardens work team, co-ordinate preparation of a meal).
- Follow established ordering procedure to order items and consumables to ensure adequate resources are available to meet work requirements.
- Process information in an emergency incident and take the appropriate action through following procedures.
- May involve some exposure to unfavourable conditions, e.g. a kitchen environment and may involve some degree of physical effort, including standing, walking and lifting.

4.3 Knowledge, Skills and Experience

- Depending on the role, post holders will have the knowledge, skills and experience normally associated with City and Guilds level qualification plus 1-2 years previous experience or up to 3 years experience required.
- Ability to communicate verbally with a range of internal and external stakeholders and may require the ability to verbally deal with customer complaints.
- Likely to require previous supervisory experience.
- Ability to identify and respond to customer needs.
- Detailed knowledge of the University Estate.

4.4 Quality Standards

- Ability to prioritise own tasks within a framework set by the nature of the tasks in hand.
- Able to provide high quality customer service, relaying factual information accurately and ensuring that it is received and understood by the recipient.
- Knowledge of Health & Safety and Equal Opportunity procedures, as appropriate for the role.