

## Operational Services

Roles that support the organisation through the provision of operational or manual services

- Roles within this family include a variety of roles from across the Council which are focussed on the front-line delivery of key, operational services to citizens and communities across Hertfordshire.
- The workforce is made up of roles that will be visible, and are likely to have close interaction with the public across their daily work activity – they will often be identifiable as Council workers and will therefore be seen as the face of the Council to many citizens.
- Alternatively, a number of roles within this family will be of a manual nature and thus will require role holders to perform a series of tasks or the operation of equipment.



# Operational Services



## Level 4

Carries out a limited range of front-line operational activities in the community, with the focus on reacting to immediate demands, dealing directly with the public, responding to queries as and when they arise.

### Scope of Work

Roles at this level carry out all necessary duties and tasks to provide support and operational delivery of public services within the particular specialist area. Roles perform a range of simple, routine tasks within basic procedures and under regular supervision. Thinking involves reacting and responding to routine queries, issues or circumstances but any unusual or non-routine queries are referred to others.

These roles will be interacting with the public, occasionally providing advice and guidance and being polite, open and courteous with all members of the public.

### Accountabilities/Responsibilities

- Carry out a range of activities within a routine or established process, undertaking these in line with Council requirements and to meet standards in this area.
- Operate equipment and plant in a standardised way to achieve the required result, ensuring that this is done safely and compliantly.
- Comply with procedures including those governing health and safety, maintaining an awareness of their surroundings and the surroundings of others to ensure all operations are undertaken safely.

### Skills, knowledge and experience

- Good literacy and numeracy, ability to use simple processes or IT.
- Basic knowledge of relevant processes, equipment and tools within the specific service area.
- Awareness of the relevant service area.

# Operational Services



## Level 4 continued...

### Skills, knowledge and experience continued...

- Ability to communicate with tact and courtesy.