

Role Profile

Part A - Grade & Structure Information

Job Family Code	60S	Role Title	Lead Estates Worker
Grade	PS6	Reports to (role title)	Estates Manager
		Directorate / School	CFL
JE Band	192-227	Service / Department	Surrey Outdoor Learning and Development (SOLD)
		Date Role Profile was created	Sep-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role holder will be working to support SOLD (Surrey Outdoor Learning and Development) across the centres ensuring that all buildings, accommodation (including canvas) and grounds are maintained, recorded and updating systems as required so facilities are fit for purpose, ensuring that all work is of a high standard and is in accordance with H&S requirements and current legislation.</p> <p>The role holder will be required to carry out some planned and reactive work, working closely with the wider SOLD team and contractors, to enable the service to function efficiently, and to achieve its objectives whilst providing excellent customer service.</p> <p>The role holder will be responsible for coordinating vehicles and liaising with the wider SOLD team to ensure that service requirements are met.</p> <p>At times, the role holder will be required to lead volunteers and other individuals / user groups in estates tasks taking responsibility for the group and ensuring all learning outcomes and H and S requirements are met.</p>
Work Context	<p>The post holder will be self-motivated, organised and able to work using their own initiative within sensible timeframes. The role involves working independently.</p> <p>The role will sometimes involve working in challenging environments, inside and out. The work is physical and some manual handling will be required.</p> <p>The role involves working at multiple locations and therefore the post holder must be mobile.</p> <p>There is flexibility around working days, which will include working mostly weekdays with occasional weekend work.</p> <p>SOLD is a large multi-disciplinary team of 50+ people and 30 000+ users each year, within 3 primary bases, 1 canal boat and outreach team. SOLD is a rapidly growing service providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist with the delivery of relevant schemes. • Support more senior officers to deliver initiatives and projects as required. • Deliver a range of operational services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. • May be required to assist in the recruitment, selection and supervision processes, or appointment of contractors, to ensure high standards of team delivery. <p>Resources</p> <ul style="list-style-type: none"> • May be required to raise invoices and manage payments. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical and other report and run and present standard reports. • Assist with regular assessment of performance of schemes and initiatives through the use of feedback, surveys and management information. • Prepare and despatch a range of correspondence/documents connected with the defined area of activity. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • An understanding of Health and Safety requirements. • Good written and oral communication skills with the ability to build sound relationships with customers. • Some posts require a technical qualification related to the role. • Ability to work with others to improve customer service. • Good administrative, analytical and organisational skills. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • Ability to guide and support less experienced or more junior colleagues. • Typically previous relevant work experience in a similar service environment supporting staff and/or public. • Some roles may require work out of office hours and physical effort.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience of general maintenance duties to include carpentry, decorating and basic plumbing with the ability to carry out non specialist building maintenance work.</p> <p>Experience in ground maintenance and the use of grounds equipment is desirable.</p> <p>Experience of training / leading others.</p> <p>Experience in IT use to monitor, record findings and follow up any required actions.</p> <p>A valid driving licence with full clean licence is required. Additional categories to include D1 +E would be beneficial.</p> <p>The post requires an enhanced DBS.</p>
Role Summary	<p>Roles at this level typically provide a practical support service as part of a specific service or service team. They will carry out a range of practical tasks using knowledge of general site routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism. They may be involved in guiding/supervising the work of more junior staff.</p>
Reference Number	BM-2022-606