

Role Profile

Part A - Grade & Structure Information

Job Family Code	4RT	Role Title	Canal Storekeeper/Maintenance Operative
Grade	PS4	Reports to (role title)	Visitor Services Manager
		Directorate	Enviroment, Infrastructure & Growth
JE Band	135-160	Service / Department	Environment
		Date Role Profile was created	Feb-24

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>To provide a clean, safe and secure environment for all users and staff at the Basingstoke Canal Visitor Centre, and to ensure that centre equipment is stored and maintained in compliance with local and manufacturers guidelines.</p> <p>The role will include:</p> <ul style="list-style-type: none"> •Coordinating the day to day running of the centres stores •Maintenance and repair of operational equipment •Cleaning, building & general site maintenance •Ensuring maintenance scheduling for all centres plant and equipment •Keep up to date all electronic inventory monitoring. •Liaising with contractors •Providing management information. •Taking responsibility for the centre (occasionally out of hours) and it's equipment including key holding responsibility, challenging any unauthorised access and monitoring CCTV evidence •Regular inventory monitoring •Occasionally addressing public bookings and enquiries
Work Context	<p>This post is part of the Basingstoke Canal Visitor Services team, which will sit within the Visitor Services arm of Surrey's Countryside team, part of the Natural Capital Group. The group also incorporates the Council's countryside access (Public Rights of Way), Ecosystem & Land Services and Countryside Estate & Operations teams.</p> <p>The Basingstoke Canal Visitor Centre and staff team are transferring to Surrey County Council to operate 'in-house' from April 2024, having previously been under the auspices of the Basingstoke Canal Authority (BCA), who will be focusing on the Canal's statutory obligations and leisure navigation moving forward. It will be critical that the Canal Visitor Service Team continue to work closely with partners from the BCA, Hampshire County Council and other stakeholders.</p> <p>This post will be based on site at the Canal Visitor Centre and may involve occasional lone working. The nature of the site means there will be constant public contact and a need to maintain visitor focus at all times, even when undertaking day to day duties. There may be a need for occasional out of hours support or flexibility with working hours throughout the week to support the operation of the centre.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Contribute to scheme and project development by providing basic support. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established processes, standards of service delivery and use of equipment 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 customers to provide a timely, courteous and efficient service. • Develop good working relationships with partners and stakeholders to deliver a timely and efficient service. <p>Resources</p> <ul style="list-style-type: none"> • Deliver allocated activities within agreed processes and frameworks. • Use equipment in the correct and safe manner. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assist in the delivery of relevant assessments/ investigations. • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. <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 as 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"> • Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths. • Willingness to undertake professional/vocational study where appropriate. • Accuracy and ability to follow instructions. • Experience of maintaining written records and systems. • Experience in related field. • Ability to communicate effectively. • Able to manage own time effectively and to work effectively and flexibly as part of a team. • Accuracy and ability to prioritise and organise own workload.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Education, Training and Work Qualifications</p> <ul style="list-style-type: none"> - Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. <p>Knowledge</p> <ul style="list-style-type: none"> -Knowledge of how to undertake basic repairs -Understanding of how to apply relevant health and safety, equality and diversity, and other statutory obligations to work -Basic understanding of IT packages including email, Word, Excel, and other relevant computer applications <p>Skills and Abilities</p> <ul style="list-style-type: none"> -Skilled in a broad variety of practical tasks such as maintenance and repairs -Ability to work with others to achieve objectives and provide excellent customer service. -Adaptable and flexible approach to best support the needs of the Centre and team -Accuracy and ability to prioritise and organise workload. -Ability to communicate clearly orally and in writing. -Warm, approachable with a 'can do' attitude <p>Relevant Experience</p> <ul style="list-style-type: none"> -Practical experience in storekeeping and/or site maintenance -Experience working in customer-focused environment -Experience of undertaking administrative procedures (including related to Health and Safety) and working to documents such as risk assessments
Role Summary	<p>Roles at this level typically provide a technical or practical support service as part of a specific service or service team. They will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures.</p> <p>Entry to this level may be through some relevant work experience and general education.</p>
Reference Number	BM-2024-048