

Role Profile

Part A - Grade & Structure Information

Job Family Code	50S	Role Title	Estates Worker
Grade	PS5	Reports to (role title)	Estates Manager
		Directorate / School	CFL
JE Band	161-191	Service / Department	Surrey Outdoor Learning and Development (SOLD)
		Date Role Profile was created	Aug-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>The role holder will be working to support SOLD across all four centres maintaining all buildings, grounds, vehicles and equipment as required so facilities and resources 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 do regular PPE checks and logging checks on technical equipment.</p> <p>The role will include 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>
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 throughout the year. 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, evenings and occasional weekend work.</p> <p>SOLD is a self financed local authority service; comprising a large multi disciplinary team of 50+ people with 30 000+ users each year, operating within three primary bases, one 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"> • Contribute to operational functions by providing practical support and effective organisation of activities. • 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 strong relationships with partners and stakeholders to deliver a timely and efficient service. <p>Resources</p> <ul style="list-style-type: none"> • Deliver a range of practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <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. • Ability to store data and carry out basic analysis. <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 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role. • May be required to hold practical knowledge or experience relevant to the role. • Ability to work with others to provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities. • Ability to guide and support less experienced or more junior colleagues. • Experience of working in an operational environment providing support to staff and/or the public. • Some roles may require work out of office hours in outdoor environments.
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 with the ability to carry out non specialist building maintenance work.</p> <p>Some experience in ground maintenance and the use of grounds equipment.</p> <p>Experience or willingness to train in checking and recording PPE outdoor equipment.</p> <p>Previous experience of tentage accommodation to include camping/glamping accommodation.</p> <p>A valid driving licence with full clean licence is required. Willingness to train in D1 + E.</p> <p>A positive solution focused attitude is essential for this role.</p> <p>A satisfactory enhanced DBS is required.</p>
Role Summary	<p>Roles in this level typically provide a practical support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in the procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Some roles may oversee an operational activity.</p>
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