

**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL  
JOB PROFILE**

<b>DEPARTMENT: Assets &amp; Facilities Management</b>	<b>SERVICE GROUP: Built Environment</b>
<b>POST TITLE: Reactive Operations Officer</b>	<b>REPORTS TO: Senior Operations Officer</b>
<b>GRADE: Band 6 - 8</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

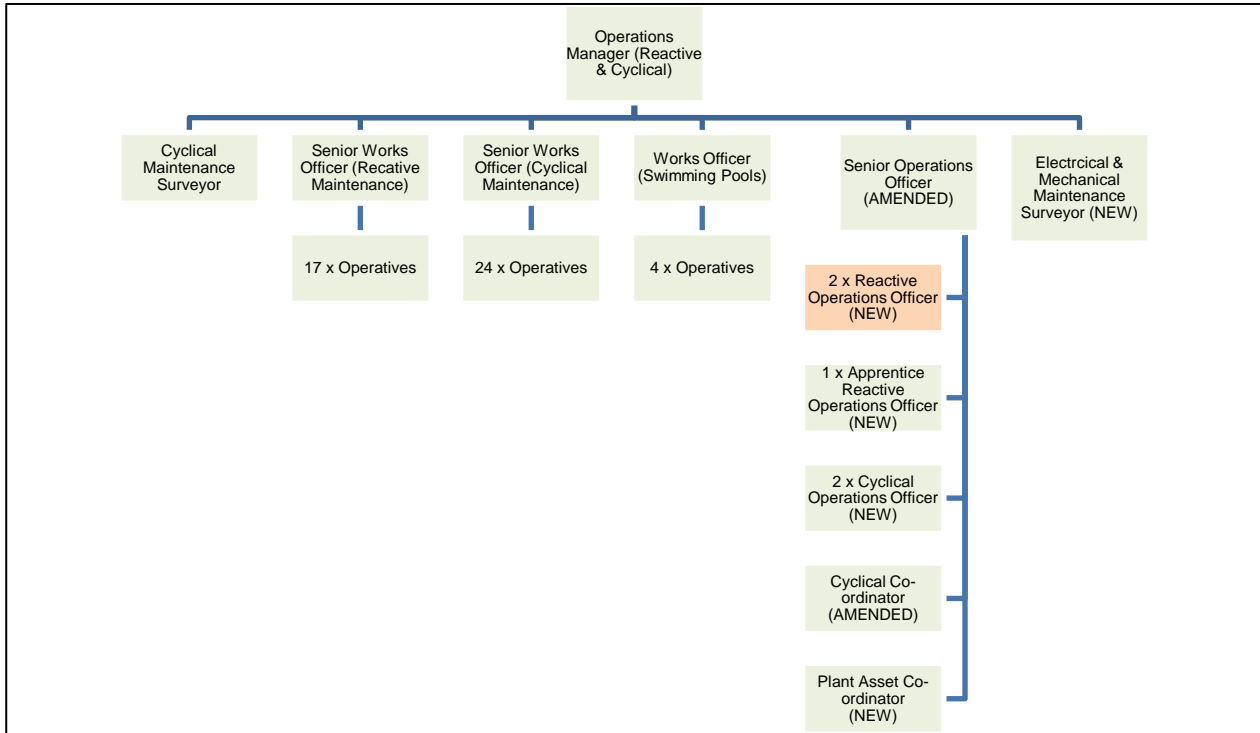
Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

<b>Key Purpose of Post:</b>
<ul style="list-style-type: none"> <li>• To assist in the provision of a flexible, proficient and constructive operations service to the Built Environment</li> <li>• To provide prompt and effective information, advice and access to services to colleagues, customers, other internal departments and external agencies such as contractors and suppliers;</li> <li>• To assist in the provision of an effective operations function by supporting the co-ordination of reactive maintenance for both the corporate estate and Service Level Agreements</li> </ul>
<b>Main Responsibilities of Post:</b>
<ol style="list-style-type: none"> <li>1. To monitor, assign and maintain reactive maintenance works delivered by both external subcontractors and in-house operations to ensure timely service inspections are undertaken in line with agreements.</li> <li>2. To work within given guidelines using available information, own experience and</li> </ol>

initiative, ensuring that the information obtained is correct together with any evidence to ensure reactive maintenance is undertaken where required

3. Ensure effective liaison and dialogue with Built Environment employees, other Council Departments and Services, suppliers and subcontractors and external organisations with Service Level Agreements providing advice when and where required
4. Process material orders with external suppliers through the corporate IWMS in accordance with legal and statutory requirements and Council's Standard Orders / Financial Regulations
5. Use technical knowledge and experience to ensure labour hours for internal operations are monitored, correct and accurate prior to recharging of works
6. Provide support to management in respect of management information, monitoring and benchmarking requirements through the retrieval and collation of information
7. Ensure timely and accurate indexing of all incoming documents (electronic or otherwise)
8. Ensure effective liaison and dialogue with Built Environment employees, other Council Departments and Services, suppliers and subcontractors and external organisations with Service Level Agreements
9. Participate in training programmes as required and maintain personal and professional development in order to meet the changing demands of the post.
10. Identify, suggest and implement, improvements to processes, procedures and working practices
11. Provide general support to ensure the effective running of the service and provide cover for other parts of the team as required.
12. To carry out other duties, as required, which are reasonable in terms of the nature and level of the post.

**Structure:**



<b>Special Knowledge Requirement. Will be used for shortlisting. Max 10</b>	
	<b>Essential</b>
<b>Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.</b>	
Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview’s a)can express themselves fluently and spontaneously , almost effortlessly b)Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	X
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work	X
Uses a range of basic IT packages and back office systems	X

**Competency Based Job Profile Reactive Operations Officer**

Knows and understands how to use, interpret, handle and communicate information	x
Able to deal with internal and external customers both face to face and over the telephone.	x
Have a good understanding of finance procedures.	x
Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	x
Demonstrates a high level of numeracy, literacy and accuracy across a range of activities	x
Uses a range of complex IT packages	x
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively to improve service delivery	x
<b>Relevant experience requirement: Will be used for shortlisting</b>	
<p>Able to operate a range of office equipment e.g. telephone, printer etc.  <b>and</b>            Completes clerical and administrative work with accuracy and attention to detail.  <b>and</b>            A minimum of 2 years experience of office / clerical work including telephone experience and provision of financial or management information via electronic systems</p>	
<b>Relevant professional qualifications requirement: Will be used for shortlisting</b>	
<p>5 GCSE's (including Maths and English) or equivalent  <b>or</b>            NVQ level 3 or equivalent in a relevant subject  <b>or</b>            A minimum of 2 years experience of working in an office environment where giving regular support and advice to colleagues, and high levels of contact with the public and the provision of financial or management information through the use of electronic systems are regular features of the job.</p>	
<b>Core Employee competencies to be used at the interview stage.</b>	
<b>Carries Out Performance Management</b>	
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	
<b>Communicates Effectively</b>	
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.	
<b>Carries Out Effective Decision Making</b>	
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
<b>Undertakes Structured Problem Solving Activity</b>	
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.	
<b>Operates with Dignity and Respect</b>	
Covers promoting equality, treating all people fairly and with dignity and respect,	

maintains impartiality/fairness with all people, is aware of the barriers people face.

**Working Conditions:**

On occasions the postholder may be required to work evenings, weekends and bank holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

**Special Conditions:**

You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.

**Compiled by: SW**

**Grade Assessment**

**Post Grade: Band 6 - 8**

**Date: Sept 2023**

**Date: 04/12/2023**