Role profile

**Facilities Market Operative**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Property & Facilities |
| **Reports to** | Market Manager |
| **Job family** | Operational Services |
| **Grade** | E |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date** | January 2023 |
| **JE Code** | JE2473 |

Key deliverables

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| **1** | Carry out proactive and reactive maintenance and repairs at a variety of market stalls. Prioritise health & safety risks and issues, managing to a high standard within the required timescale. This will include using cleaning and maintenance products, power tools and other electrical items. |
| **2** | Centrally control the waste and clearance recycling operating the compactor in line with SSOW. To work in an open environment maintaining all PPE required, often including lone working, and representing a professional appearance. |
| **3** | Carry out duties to keep the external environment safe, clean and tidy, i.e., litter clearance, landscaping such as weed removal from walkways and pathways, and clearance of ice and snow from main exit and entry routes when necessary. |
| **4** | Carry out regular daily patrols of the market to ensure stall holder compliance with Milton Keynes City Council’s and MKDP’s rules and regulations. |
| **5** | Carry out weekly, monthly, and annual recurring checks and works on a range of statutory and non-statutory compliancy requirements, to include the undertaking of fire safety systems and testing and associated tasks to ensure regulations are adhered to (to include excellent record keeping and use of IT equipment and systems). |
| **6** | To meet, greet and liaise with contractors in a professional manner, to ensure that all contractors and trades are appropriately recorded on site including registration of permit to works monitoring their program of works whilst on site. To act as fire marshal and first aider whilst on duty. |
| **7** | To take responsibility for vehicles, access arrangements and movements whilst the market is operational ensuring safety of the public. |
| **8** | To liaise with colleagues and a wide range of stakeholders across Milton Keynes City Council and MKDP. This will include direct contact with members of the public, contractors and MKCC teams, responding to issues and sharing information within liaison groups and hazard escalation procedures. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Experience of carrying out minor maintenance and repairs, light plumbing, and electrical duties. |
| **2** | Good standard of education and qualifications to NVQ 2 standard or a minimum of 3 GCSE’, A\* - C (including Maths and English). |
| **3** | Ability to use a wide variety of basic IT packages. |
| **4** | Working knowledge of Health & Safety Regulations including Care of Substances Hazardous to Health (COSHH), to also include the completion of dynamic risk assessments, identify hazards and respond accordingly to reduce risk across all sites maintaining safety of self and others. |
| **5** | Ability to work independently and plan and prioritise own work and determine day to day priorities. |

Job family

**Operational Services (Grade E)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders will have an overview of the tasks and responsibilities of their own work and that of those they supervise. They will decide on work priorities and be accountable for effective planning of scheduled activities as well as day to day handling of problems and conflicting demands.

**The knowledge and skills required**

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co-ordination to effectively carry out their duties.

The range of knowledge required to fulfil the duties will include a combination of practical skills and the organisational expertise to manage the small-scale provision of services in the

context of wider team objectives.

**Thinking, planning and communication**

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

**Decision making and innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget. The responsibility for the city council’s physical and information assets will be significant.

Job holders will be accountable for the maintenance and proper use, by themselves and others, of high value equipment, buildings and premises.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will need general awareness and sensory attention to their immediate surroundings and will be required to work through lengthy periods of enhanced mental attention, for instance, the administrative or work scheduling tasks.

Job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

Jobs will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.