

Role Profile

Job title:	Driver/Skilled Labourer
Reports to:	Team Leader - Works
Date prepared:	March 2022

PURPOSE

To carry out, to completion, property maintenance related tasks (multi trade) to agreed timescales, quality standards and in a cost-effective manner,; *undertaking designated activities (trade specific)* in managing the build and maintenance of all buildings, facilities and infrastructure owned by the RZSS.

Ensure that all areas of the site are safe and well presented for our visitors in support of RZSS' mission and vision.

SCOPE

- Working predominantly across one site (RZSS Highland Wildlife Park or RZSS Edinburgh Zoo), however there may be extremely rare occasions where they will have to help on another site.
 - This role would be expected to work alone and as part of a team.
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RESPONSIBILITIES

- Work under the direction of more senior tradesperson to;
 - take the day to day lead on designated activities (trade specific) to ensure all assigned repairs and projects are delivered effectively, safely, on time and to budget.
 - provide reactive labouring and driving tasks to agreed H&S and quality standards.
- Undertake all forms of general labouring works, e.g. planning general works and multi trade repairs (that don't require an experienced tradesperson to complete) and repairs under the direction of appropriately qualified tradesperson.
- Support the construction and maintenance of new buildings, facilities and infrastructure to agreed standards, budgets and deadlines, including smaller multi trade repairs or works, e.g plant, equipment and labouring tasks.
- Ensure own machinery is cleaned, inspected, maintained and user logbook updated daily to agreed transport policy standards and procedures.
- Operate heavy plant on a regular basis and ensure all machinery and tools are cleaned, inspected, maintained and user logbook updated daily to agreed transport and other policy standards and procedures.
- Assist in the ordering of supplies and services required for the team.
- Ensure all pre-start check sheets are completed as required.
- Work collaboratively with other sections and departments to ensure all work is scheduled coordinated and monitored effectively, providing guidance and advice relating to your trade when required.
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- Drive company vehicles including pickup truck, off road ATV and fork lift truck and ensure maintained and road worthy and reporting repairs where required.

- Recommend to your manager cost-effective opportunities to minimise the impact of your department and RZSS' operations on the environment.
- Ensure compliance with RZSS's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
- Engage with the Society's appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
- Perform other reasonable duties and projects as directed by your manager

KNOWLEDGE, SKILLS AND EXPERIENCE

	Essential	Desirable
KNOWLEDGE		
Relevant construction qualification, or minimal 2 years' experience of working on a hands on construction/maintenance role.	√	
Full driving licence.	√	
Licenses and certificates to operate RZSS vehicles (e.g. telescopic handling licence, rough terrain vehicle).		√
Construction Safety Certificate or equivalent.		√
Up to date PASMA scaffolding certificate.		√
SKILLS		
Up to date knowledge and understanding of basic building related health and safety legislation.		√
Able to identify and make safe (for self, colleagues and the public) all the utilities and services encountered whilst working on RZSS sites.	√	
Up-to-date knowledge and understanding of basic maintenance of small plant vehicles and usage of powertools.		√
Working knowledge of risk assessment processes.		√
EXPERIENCE		
Experience of working as part of a team, and on your own.	√	
Construction site experience, working in a multi-trade environment.	√	
Significant experience of driving forklift vehicles in a similar multi-habitat visitor attraction.	√	
Able to demonstrate and set a good example of health and safety practice to others.		√

PLANNING AND ORGANISING

- Deadlines and targets are pre-arranged by the Head of Department and the Team Leader. If the set timescales are not achievable, the role holder is expected to feedback to the Team Leader as soon as possible to highlight any issues.
- Work is issued by the Team Leader one or two jobs at a time, and post holder Works to clearly defined priorities and deadlines. Work is issued through both verbal communication and through written job sheets or site plans and post holder is expected to either keep a diary of completed tasks or hand in completed job sheets daily.
- Deadlines and targets (day to weekly) are pre-arranged by the Head of Department and the Team Leader. If the set timescales were not achievable, the post holder would be expected to feedback to the team leader as soon as possible to highlight any issues.
- After the initial brief, this role would be expected to work with minimal supervision with only daily checks to ensure the works are being completed suitably.

- Required to work with other trades to the pre-agreed plan and timescales. They would be expected to speak with stakeholders before carrying out any general labouring tasks to ensure there is minimal disruption and then feedback to the team leader if issues arise.

COMMUNICATION AND RELATIONSHIPS

- Main point of contact is Team Leader which would be on a daily basis.
- Good communication skills with colleagues and/or customers on regular basis to inform stakeholders (sharing basic information) of work progress as required and that we are not causing any undue disruption.
- Minimal influencing, however, this role would be expected to give advice at the setting out stage if there was a better way of completed the task (may require support from more senior trades or line management).
- Can effectively communicate with colleagues on regular basis to inform stakeholders (sharing information) of work progress as and when required and checking that they are not causing any undue disruption.

They would be expected to speak with stakeholders before carrying out any maintenance tasks to ensure there is minimal disruption and then feedback to the Team Leader if issues arise

PROBLEM SOLVING and DECISION MAKING

- Operates within a defined role (producing routine activities), but may have some autonomy in how tasks are delivered, e.g. give advice at the setting out stage if there was a better way of completing the task
- Can take decisions relating to making a repair or renewal on a like for like basis, and can easily determine when work should be escalated to a higher level, e.g. a change in specification
- Problems solving is based on previous knowledge and experience, e.g. assisting other trades where applicable or making a repair to a door lock or similar fixtures or fittings. On minor occasions carry out work without any trade's supervision or direction.
- Requires assistance when dealing with unexpected problems.
- Errors would be picked up quickly as work is progressed and inspected.
- This role would have no input into policies, and they should follow the Estates strategy and Maintenance Management plan through the guidance of their Team Leader.
- The most difficult part of the job would be the working conditions as there is a lot of external working with limited access to shelter. This is also a very manual job with heavy lifting.

BEHAVIOURAL COMPETENCIES

Competency	Level	Essential	Desirable
Planning & Organising	Plan ahead, organise your work, take into account the potential for change.	√	
Delivering Services & Experience	Perform your role to the best of your ability with enthusiasm and a positive approach, delivering first time, on time, every time.	√	
Finding Solutions	Use your initiative to resolve problems and find solutions within your work.	√	
Team Working	Be collaborative & seek to find a positive outcome for the team & for RZSS.	√	
Developing Talent	Take responsibility for your performance and career development.	√	

Projecting Confidence	Act in a way which projects personal credibility, inspires trust & helps you share your knowledge and experience.	√	
Embracing Change	Take the initiative to make improvements to the way you do your role.	√	

OTHER INFORMATION

I have discussed and agreed this updated role profile with my manager	
Name:	
Signature:	
Date:	