

# Role Profile

## Operational – BCP Band E

### Competencies

<b>Managing, Leading and Developing Others</b>	May act as a lead, allocating work and coaching others
	Contribute to and celebrate the success of the whole team
	Encourage and listen to new ideas from everyone and be positive about change
	Share open and honest feedback in a constructive manner
<b>Knowledge and Skills</b>	NVQ 3 (or equivalent experience) relevant to the role
	Operational experience of specialised equipment and the safe application of procedures and techniques relevant to the role
	Good knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) relevant to own area of work
	Respond to a range of issues within set operational guidelines
<b>Creativity and Innovation</b>	Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience
	Recognise and understand the impact of incidents arising, and develop solutions to a range of practical problems
<b>Relationships</b>	Build supportive, positive and trusting relationships with others
	Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour
	Appreciate diversity in both customers and colleagues and consider their specific needs
	Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious
<b>Decision making</b>	Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager
<b>Work Demands</b>	Plan and organise own workload, including some prioritisation of non standard work
	Work requires physical effort and risk to personal safety
	Elements of work are likely to be performed in challenging environmental conditions