

Job Profile

Senior Operator

Grade: 3 (pos_15779)

Date: February 2020

About the Job

- To motivate and give direction to the production/and or purchasing and stores team and to develop and maintain quality based operating methods and processes that meet the needs of both the internal and external customers in a cost effective manner.

This is what we need you to do...

1. Support all processes and employees involved in the delivery of the business
2. Be responsible for the routine renovation of products in compliance with the manufacturer's instructions.
3. Ensure daily workloads are carried out in an effective and efficient manner.
4. Give customers a positive impression of the business
5. Maintain accurate output and costing information
6. Report plant or machinery breakdowns to the relevant manager/Team Leader
7. Interface with other departments on operational matters.
8. Monitor quality control and output
9. Oversee the transportation of good between the Mitcheldean and Gloucester site
10. Ensure high value and key equipment has been serviced.
11. Operate Community Loans Computer System in production and stores and be familiar with all procedures.
12. Undertake repairs, cleaning, maintenance checks and assembly of powered medical aids and keep copies of all relevant testing records for the specified time period.
13. Support the driver/fitters in their duties involving delivery and collections, as required.
14. Take instruction from and refer queries and problems to your appropriate manager/Team Leader.
15. Carry out Development interviews and plans with team members.
16. Assist with the training of staff and support them in their development throughout the job role
17. Ensure all plant and equipment is maintained and serviced appropriately
18. Undertake any duties commensurate with the post as required by the General Manager

Special Conditions

19. To adhere to all appropriate Health and Safety policies and procedures and other policies and procedures applicable to employees

Monitoring and ongoing development of outcomes

The job profile will be subject to review and the council reserves the right to amend or add to accountabilities listed above.

The ideal candidate will have...

Experience :

Experience in supporting an operational team
Ability to undertake tasks independently
Good standards of customer service

Knowledge, Skills and Understanding

Good communication skills, written and verbal
Good organisational skills
Effective time management
Ability to manage own workload and work on own initiative, dealing with conflicting priorities and working to targets and deadlines
Good problem solving skills
Ability to observe and work in accordance with Health and Safety regulations.

Behavioural attributes

An approachable manner and good communication skills
Motivation to learn new skills and work in a supported employment environment
Flexible and positive approach to work.
Willingness to assist colleagues, as directed by Team Leader
Flexible and adaptable to meet the ever-changing demands of the business, within reasonable parameters.
Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
Attention to detail

Education & Qualifications

- Good literacy and numeracy skills
- Good IT skills