

Lancashire County Council

Grade Profile

Foundation Living Wage

Purpose

To carry out a number of tasks in support of, or the delivery of, a specific area of the service.

Scope of Work

Role holders will undertake a number of routine procedures and use tools and equipment required for the role. Some personal initiative may be required.

Accountabilities/Responsibilities

- Observe personal duty of care in relation to colleagues, customers, equipment and resources used in the course of the role.
- Follow prescribed practices and procedures, to undertake the role and solve simple problems.
- Determine the sequence and timing of own job and/or that of others, in line with prescribed practices and procedures.
- Interaction with customers and provision of good levels of customer service.
- Liaise with and assist colleagues and visitors, such as staff, customers and contractors.

Skills, Knowledge and Experience

Role holders will either need previous relevant experience or specific training in the job tasks.

Performance Indicators

Completion of tasks to required standards, practices, procedures and deadlines.

**Lancashire County Council
Person Specification
Foundation Living Wage**

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Role holders will either need previous relevant experience or specific training in the job tasks.	E	A/I
Experience:		
Role holders will either need previous relevant experience or specific training in the job tasks.	E	A/I
Knowledge and Skills:		
Role holders may be required to determine the sequence and timing of own job or that of others.	E	A/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	A/I
2. Commitment to health and safety	E	A/I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	A/I