

Grade : FOG TM	Profile reference: JPP367
Doc Version: V2	Date latest version: 31/05/2019

## Role Specific Profile: Field Operations Team Member (FOG TM)

- This profile is generic to the Field Operations Team Member role. It does not reflect Levels 1, 2 and 3 or Steps A, B or C for the role but aims to outline the requirements of the role broadly. The differences between levels are described in the Levels Profile document and differences between the steps are described in the [Field Operations Workbooks](#).*
- The examples provided in this profile are indicative and not exhaustive.*

### Field Operations Description

Field Operations teams protect people and the environment by maintaining and operating our flood and coastal risk management assets, and responding to incidents.

Field Operations teams are an essential part of 'lifecycle delivery' within the Asset Management Model, mainly the "Operate" and "Maintain" components. They work closely with and/or support a number of other teams across the business who carry out Asset Management and/or environment management activities.

Working collaboratively, Field Operations teams identify and report faults with flood risk assets, conduct maintenance checks, highlight factors that could result in asset failure and complete assessments to help keep the public safe from risks associated with assets. Field Operations teams also participate in incident response, in and outside of normal working hours.

### Purpose Statement

**The contribution and key purpose of roles at this grade. It indicates the typical degree of independence these roles hold.**

The purpose of this role is to deliver a range of operational and maintenance activities in the asset management lifecycle and provide appropriate incident response for the Environment Agency.

The role holder solves routine problems by choosing from multiple options in defined instructions. Training, knowledge and/or experience gained in the role will help Team Members resolve more difficult problems. If necessary, the jobholder will escalate problems to appropriate people within and outside of the team.

The Team Member works to instructions and established procedures. Work is allocated and closely supervised. There is autonomy to decide the order work is completed or alternative ways of doing things within existing instructions. Where there is a significant change to defined work methods, approval is required.

Team Members are lined managed by the Field Team Leader. Day to day guidance and support comes from the Lead Team Member.

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## Representative Accountabilities

**The key areas of work and responsibilities for these roles. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.**

- Locates, operates and maintains assets in the team's catchment. This includes a using a variety of tools and equipment to carry out tasks, such as cutting grass on flood banks and clearing debris from trash screens.
- Produces dynamic risk management and unplanned risk management documentation for low risk incident response activities. Identifies and escalates higher-risk activities to Specialist Team Member.
- Provides response to incidents inside and outside of normal working hours by participating, training and exercising in an incident standby role.
- Deploys sandbags, temporary barriers, mobile pumps and pollution equipment.
- Enables access for contractors carrying out services/inspections.
- Communicates with customers, such as land owners, partner organisations and members of the public, and colleagues.
- Carries out regular checks and inspections of equipment, such as tools, personal protective equipment, vehicles and plant. Where faults are identified, they should log and report them.
- Carries out additional reasonable business related requests.

## Typical skills, knowledge and experience

**The knowledge, skills and experience indicated usually reflect the minimum levels required for competent performance in the role.**

- Required to be literate and numerate.
- Computer literate. Competent using IT devices, such as an iPad, and willing to learn our in-house systems.
- Willingness to undertake specialist and/or further training when necessary.
- Required to use personal effectiveness to carry out tasks and answer queries effectively.
- Required to use judgement to resolve problems or escalate potential issues.

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## Expectations for these roles

**Sets relevant expectations for roles at this grade, including health and safety, equality and diversity, communications required, quality assurance and level of organisational wide understanding required for role.**

- Maintains understanding and compliance with health, safety and wellbeing legislation and procedures and environmental procedures to deliver the work programme safely. Follows safe working practices that comply with Environment Agency policies and standards.
- Promotes inclusion by respecting differences in our workforce and helps build a supportive and engaging workplace.
- Maintains good customer focus. Upholds good team relations and communicates with tact and courtesy.
- Has thorough understanding of the team's purpose and how this fits in the wider Environment Agency. Team Members have a general understanding of their main customers' and partners' requirements.

## Grade Distinction

**Outlines the difference in expectations and/or accountabilities for roles at grade above and below this profile.**

### Roles at grade below

- N/A

### Lead Team Member grades:

- Leads, advises, mentors and coaches Team Members
- Uses judgement, within defined processes and procedures, to lead problem solving for the team
- Is more likely to handle more complex questions from customers and lead on communication with colleagues
- Require practical experience in a similar or related environment