

Role Profile Description

Date	January 2015
Purpose	To deliver specialist support to ensure service is delivered to the agreed standards.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
Co-ordinating the work of the activity area(s) so it is completed in line with the service users' needs.	- Work is scheduled to fit the timetable. - Work is completed on time. - Changes in circumstances are allowed for. - A high level of customer service is achieved.
- Assisting in allocating colleague's work. Exchanging information with colleagues and managers. - Liaising with sub-contractors so work is carried out as specified. - Contributing to team-working. - Instructing and guiding less experienced staff.	- Teamwork is effective. - Colleagues are supported.
Competency measurement	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

Making things happen / Delivering results	
Accountable for	End Result
Monitoring and controlling the ongoing work to be done to the set standards and specification and within budget.	- Work is done to applicable standards, including quality. - Costs are kept within the agreed budget.
Co-ordinating and monitoring the activities within the service area(s) to ensure service delivery to the relevant standards.	- Service is delivered to the appropriate standards. - Improvements are made to service delivery. - Changes to service delivery are achieved within appropriate timescales.
Planning and prioritising the work activities (over several months), though a broad procedural framework, with established work methods and Service procedures so they are completed in line with the needs of service.	- Work is completed on time and to correct standards. - Changes in circumstances are allowed for. - Value-for-money in the service area is ensured. - Emergency cover is provided, where necessary.
- Responding to any incidents and problems and change of circumstances encountered in work situations. - Using own judgements to take corrective action to resolve them, if possible to ensure appropriate service delivery. - Escalating to management, where necessary.	- Line management is promptly made aware of situations. - Corrective actions are taken to resolve problems. - Breakdowns and deficiencies are recorded and reported.
Competency measurements	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

Service Improvement and innovation	
Accountable For	End Result
Adapting and modifying the programmes to suit the particular circumstances, including changes to the resources/ equipment available.	Work is completed on time, to budget and to correct standards.
- Making recommendations for improvement by using initiative to suggest better working methods, alter order of work and use alternative equipment to get work completed satisfactorily - Cooperating with change.	Improvements are identified and implemented.
Meeting with customers/partners to review service delivery and resolve problems.	- Service improvement ideas are put forward. - Customers/partners are satisfied.
Competency measurements	
Express ideas effectively and question the traditional way of doing things.	
Look for fresh approaches to improve service delivery.	

Managing resources	
Operating and checking specialist equipment.	- Services are safely delivered on site. - Equipment is operated competently and safely. - Work is carried out to the required standards, in terms of quantity, quality and accuracy. <u>Appropriate checks are completed.</u>
Identifying, requesting, organising and using the resources, equipment and vehicles necessary for service delivery.	- The correct equipment/materials and/or services are available when needed. - There are sufficient resources on site for work. <u>Service users' needs are met.</u>
- Maintaining and submitting relevant records, in accordance with Service procedures. - Collating data and providing information for reports, as directed.	- All necessary records are complete and accurate. - Key issues are flagged. - Data is provided for reports in a timely manner. - Service procedures are complied with. - The service area is continually improved. <u>Value-for-money is achieved.</u>
Ensuring compliance with the relevant regulations and procedures.	- Safe working is achieved. - Materials and equipment are used safely. <u>The relevant regulations and Service practice are complied with.</u>
- Making sure resources are used efficiently. - Taking receipt of deliveries from suppliers/contractors. - Handling small amounts of cash.	Resources are used efficiently.
Competency measurements	
Methodical, accurate and well-organised and prioritise own work schedules.	
Keep track of spend and make sure work is approved and signed off as necessary.	
Maintain recognised financial and other procedures and practices.	

Customer and Community focused	
Accountable For	End Result
Liaising with stakeholders to be aware of their expectations and facilitating their involvement.	- There is awareness of customer expectations. <u>Carry out work to stakeholders' satisfaction.</u>
Working with service users/stakeholders to identify, investigate and resolve any problems so work can progress satisfactorily.	- Initial action/response is taken to address problems/complaints. - Line management is promptly made aware of issues. - Serious issues are escalated to the appropriate level.
Competency measurements	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

Qualifications, knowledge, experience and expertise

- NVQ Level 2, or equivalent experience or knowledge in the relevant work area.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Planning and financial management capability to prepare work programmes and control expenditure..
- Hold relevant licences.
- Full working knowledge of processes, procedures, systems materials and equipment within area of operation.
- Understanding of how to deal with customers to required standards of service.
- ICT competent with skills relevant to the work area.