

Role Profile Description

Date	January 2015
Purpose	To provide technical advice and support in a particular field of expertise through supervising a team, or individually, within a framework of programmes and objectives.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
- Organising, supervising and co-ordinating the work of a team. - Providing technical advice and guidance to the team. - Allocating and checking the work of colleagues. - Working co-operatively with stakeholders including members, colleagues and team; eliciting and providing information; providing help and support.	- Teamwork is well organised. - Effective service is delivered.
Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisals.	Human Resources issues are effectively dealt with, or escalated

Competency measurements

Actively develop relationships through regular communication and promote effective team working.
Promote council goals.

Making things happen / Delivering results

Accountable For	End Result
- Planning and organising own work programmes and those of the team, to meet given deadlines. - Establishing priorities and scheduling them accordingly to meet given timescales, making allowances for ad hoc work interruptions.	- Own and team's work programmes are completed on time. - Team's workload is effectively allocated. - Service Level Agreements (SLAs) are attained.
- Assessing compliance with service policies and regulatory frameworks, and enforcing/assuring their application. - Working within a framework of service best	- Regulations and policies are appropriately interpreted and applied. - Enforcement takes place. - Customers are aware of their obligations and

practice and procedures, and relevant professional practice/standards and legislative guidelines.	any actions needed for compliance.
- Preparing and presenting/delivering reports on issues, work programmes and service initiatives. - Receiving and clarifying work instructions from management; reporting conclusions; advising on implications.	- Input to reports and ensure reports are completed on time to set procedures. - There is a clear summary of issues, progress, and implications. - Management is informed appropriately - Work objectives are achieved.
Acting as an 'Expert Witness' on behalf of the service.	- The service is appropriately represented in legal and other matters. - The service reputation is safeguarded and enhanced.
Determining the data required to assess given problems; reviewing the analyses and deriving conclusions to inform solutions.	- Data needed is clearly defined. - Required data is available. - Useful conclusions are reached. - Clear options and recommendations are put forward.
Competency measurements	
Use sound judgement by weighing up different options to arrive at the best solution based on time, cost and quality.	
Use direct persuasion.	

Service Improvement and innovation	
Accountable For	End Result
- Designing solutions to given problems/situations, planning their implementation and managing their delivery, within a specific field of expertise. - Designing solutions from a theoretical base for varied problems; seeking guidance on complex issues.	- Sound, practical solutions, schemes and systems are designed. - Solutions are successfully implemented. - Professional/regulatory standards and service guidelines/procedures are met.
- Making recommendations for improvement. - Cooperating with change.	Improvements are identified and implemented.
Competency measurements	
Look ahead - anticipate obstacles and take action to avoid crisis.	
Think ahead to identify opportunities to achieve better outcomes.	

Managing resources	
Accountable For	End Result
- Planning, organising and controlling given projects/work programmes to achieve defined targets within given budgets project scope and PIs/SLAs measures. - Contributing to the planning of expenditure for the team, site or projects. - Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies.	- Work is completed to set standards, Performance Indicators (PIs), specifications and guidelines. - Targets are achieved (technical, cost, outputs, resources). - Policies/contractual obligations are met. - Resources are used efficiently and effectively.
Competency measurements	
Deliver and contribute to realistic estimates and plans, monitor resources against key targets and hold their team to account.	
Prioritise own and teams day to day work.	

Customer and Community focused	
Accountable For	End Result
• Providing advice on the application of legislation, policies and principles to customers, both pro-actively and re-actively.	• Sound and constructive advice is given. • Input is made to service policies. • <u>Concerns and benefits are identified.</u>
Liaising with external stakeholders, suppliers and customers.	• Customers are kept informed, explanation and advice is given as appropriate.
Competency measurements	
Work to exceed customer expectations and take full ownership of customer enquiries.	

Qualifications, knowledge, experience and expertise
• Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4). • Registered qualification in some areas, where it is a requirement. • Experience of managing/supervising staff and work allocation. • Breadth and depth of knowledge regarding the service, relevant legislation and case law. • Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area. • Understanding of budget processes and organisational priorities. • Knowledge of inward- and outward-facing Council issues. • Good interpersonal skills including negotiating, conciliating, people management and motivating. • Experience of implementing change. • Political awareness. • Knowledge of relevant standards, specifications, systems, guidelines, regulations and policies. • Ability to tackle issues from a conceptual/theoretical base. • ICT competent with skills relevant to the service area. • <u>May use specialised software and equipment.</u>