Job Family Role Profile Description

Date	January 2015
Job Family	Regulation and Technical
Role Profile	RT12
Purpose	To lead a team or teams to undertake projects to given timescales, costs and specifications and provide technical guidance and advice in particular field of expertise.

Your responsibilities

Leadership (Self and Team)

Accountable For	End Result
• Organising, supervising and co-ordinating the work of groups of employees. • Allocating work to team, monitoring and managing performance, develop and support. • Providing technical guidance, support and training to team members, both internal and external.	• Teamwork is well organised. • Effective service is delivered. • A positive climate exists. • Team members are capable, skilled and knowledgeable. • The team is technically capable. • Technical work is carried out satisfactorily.
• Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal.	• Human Resources issues are effectively dealt with, or escalated. • HR policies and procedures are met. • Performance objectives are achieved.
• Working co-operatively with colleagues and team; eliciting and providing information; provide help and support; presenting the case for conclusions and recommendations.	• Management is informed appropriately. • Work objectives are achieved.

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 work/projects, to given timescales budgets and standards. • Developing project implementation plans within defined parameters. • Planning for short- to medium-term projects • Establishing priorities and scheduling them accordingly to meet given timescales, making	• Work is completed to timescales. • Own and team's time/resources are utilised effectively. • Effective plans and budgets are in place.

allowances for ad hoc work interruptions.	
• Determining compliance with Service policies and regulatory frameworks, and ensuring their application. • Providing advice on the interpretation and application of policies, technical principles and regulations/legislation. • Working within a framework of service best practice and procedure, and relevant professional practice/standards and legislative guidelines.	• Sound judgements are made on compliance issues. • Policies and regulations are interpreted correctly. • Customers are aware of their obligations and any actions needed for compliance. • Enforcement decisions are implemented. • Sound and constructive advice is provided. • Policy proposals are developed. • Management is aware of implications, threats and opportunities. • Solutions are negotiated successfully.
• Preparing and presenting reports on a range of issues, work programmes and Service initiatives.	• There is a clear summary of issues, progress and implications. • Reports are completed on time and to set policy. • The Service and its position are appropriately represented.
• Acting as an 'Expert Witness' on behalf of the Service. • Representing the Service's interests.	• The Service is appropriately represented in legal and other matters. • The Service's reputation is safeguarded and enhanced.
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
• Developing solutions to a wide range of issues, and organising their implementation. • Designing technical solutions from a theoretical base.	• Recommendations and proposals are put forward for resolving issues. • Solutions are implemented. • Professional, Technical and regulatory principles are adhered to.
• Contributing to development of procedures and practices. • Cooperating with change.	• Services are improved.
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 the assigned projects, to defined targets and 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/projects are completed to required standards and timescales • Targets are achieved. (technical, cost, outputs, resources). • Policies/contractual obligations are met. • Time/resources are utilised efficiently and effectively. • Effective plans and budgets are in place.
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. • Concerns and benefits are identified.
• Liaising with external stakeholders - keeping them informed, explaining and advising as appropriate. • Monitoring, developing and negotiating solutions with stakeholders.	• Stakeholder issues are resolved.
Competency measurements	
Work to exceed customer expectations and take full ownership of customer enquiries.	

Qualifications, knowledge, experience and expertise

- NVQ level 5, professional qualification or equivalent experience.
- Management qualification in relevant discipline is desirable.
- A registered qualification may be required.
- Experience of managing/supervising staff and work allocation.
- Thorough understanding of the service area and the business and the context within which it operates.
- Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.
- Organisational/planning skills.
- Commercial/marketing skills may be relevant in some service areas.
- Good interpersonal skills including ability to negotiate and influence at all levels.
- Knowledge of inward- and outward-facing Council issues.
- Some experience of implementing change.
- Political awareness.
- Thorough understanding and application of the standards, specifications, systems, guidelines, regulations, policies, legislation and case law relevant to the work.
- Ability to tackle issues from a conceptual/theoretical base.
- ICT competent with skills relevant to the work area.
- May use specialised software and equipment.