



Job Family Role Profile Description

Date: January 2015

Job Family: Customer Engagement

Job Profile: CE11

Purpose: To supervise the work of a team or teams to provide a specialised service enabling customers to make informed use of the service or facility.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning and prioritising activities within a series of allocated duties.
- Planning and organising own work, and that of the teams, and co-ordinating with colleagues' projects.

End Result:

- Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality.
- The team plan is met.

Accountable For:

- Organising and co-ordinating the work of teams. • Implementing Human Resources procedures for the teams, including recruitment, discipline, performance and attendance management and appraisal.
- Providing instruction and on –the-job training for colleagues.
- Allocating and checking the work of colleagues in the team.

End Result:

- Teamwork is well organised and effective.
- Service delivery is effective.
- Human Resources issues are dealt with effectively.

Competency Measurement

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

Making Things Happen / Delivering Results

Accountable For:

- Providing a specialist service, involving complex equipment/processes to enable users to access, examine and utilise assets and information.

End Result:

- Quality, accuracy, security and related standards are achieved.
- Users are satisfied.

Accountable For:

- Planning and organising work and projects to complete them within set framework, standards and timescales.

End Result:

- Work is completed to time and to set standards within a procedural framework, to established work programmes and standards
- Discretion and initiative is used both in work situations and when dealing with queries or circumstances.

Accountable For:

- Collecting information and compiling and submitting reports.

End Result:

- Procedures are adhered to and recorded.
- Reports are made accurately and on time.
- Records are accurate and complete.

Competency Measurement

- 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:**

- Keeping up-to-date with developments and best practice.

End Result:

- The appropriate level of personal expertise and knowledge base is maintained.

Accountable For:

- Making recommendations for improvement.
- Cooperating with change.

End Result:

- Improvements are identified and implemented.

Competency Measurement

- Look ahead - anticipate obstacles and take action to avoid crisis.
- Think ahead to identify opportunities to achieve better outcomes.

Managing Resources

Accountable For:

- Determining the resources needed and securing them within given budget constraints.
- Managing the relevant budget.

End Result:

- Resources (people, equipment and materials) of the required capability/standard are available when needed.
- Work is carried out to specification, standards and guidelines and budget.

Accountable For:

- Assessing the work situation and managing the risks.
- Identifying the relevant precautionary, safety and security measures, and acting accordingly.

End Result:

- The environment is safe.
- Proper tools and equipment are utilised.
- Proper precautions are known and taken.

Competency Measurement

- 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:

- Providing a specialist service, enabling users to access and utilise assets and information safely and securely.

End Result:

- Quality, accuracy, security and related standards are achieved.
- Users are satisfied.

Accountable For:

- Receiving and resolving customer queries and complaints, referring serious issues as necessary.

End Result:

- Customers and the general public are satisfied.
- Incidents are reported as required, in accordance with procedures.

Accountable For:

- Meeting with customers/partners to review service delivery and resolve problems.

End Result:

- Service improvement ideas are put forward.
- Users/partners are satisfied.

Accountable For:

- Providing advice to colleagues and customers on matters concerning the specialist field.

End Result:

- Sound advice is given.
- Customers are informed.

Accountable For:

- Gathering data to monitor usage and encourage feedback from service users.

End Result:

- Data and feedback are analysed to contribute to service planning.

Competency Measurement

- 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).
- In some areas, a registered qualification is a requirement.
- Experience of managing/supervising staff and work allocation is required.
- Breadth and depth of knowledge regarding the service and relevant legislation.
- Knowledge of Health and Safety and related 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 motivational skills. • Political awareness.
- Ability to assess a situation and address it and know when to escalate issues.
- Sound knowledge of use and storage of specialised materials, and potential risks.
- Ability to set up, adjust and continue to use complex equipment, including computers and specialised equipment.
- ICT competent with skills relevant to the work area.