

Job Family Role Profile Description

Date: January 2015

Job Family: Operations

Job Profile: OP7i

Purpose: To supervise and motivate a team to deliver a high-quality service within activity area to relevant Performance Indicators and Service Level Agreements.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning and organising own and team's work to meet given priorities.
- Monitoring performance and allocating workload within team on a day-to-day basis.

End Result:

- Priorities are met.
- The team's work is completed on time, and to set standards.

Accountable For:

- Discussing work method; receiving and clarifying instructions for the team from supervisor and manager.
- Organising and co-ordinating the work of employees.
- Responsible for implementing some Human
- Resources procedures in the area, including performance and attendance management and appraisal and assisting with discipline and recruitment.

End Result:

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

Accountable For:

- Supervising, developing and motivating a team.

End Result:

- Wider team development needs are communicated to the manager.

Team members' skills and knowledge are developed, so they are capable of achieving the required performance.

- Work objectives are achieved.

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:

- Carrying out the assigned specialised service work to the relevant standards and work methods, using materials, equipment and resources, as appropriate.

End Result:

- Work is carried out to set standards of quality, accuracy and time. Appropriate tools, equipment and materials are used for tasks.

Accountable For:

- Responding to any incidents and problems and change of circumstances encountered in work situations.
- Taking corrective action to resolve them, if possible. Escalating to management, where necessary.

End Result:

- Line management is promptly made aware of situations.
- Corrective actions are taken to resolve problems.
- Breakdowns and deficiencies are recorded and reported.

Accountable For:

- Carrying out work sensitively, safely and to codes of practice.

End Result:

- Codes of practice are adhered to.

Competency Measurement

- 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:

- 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.

End Result:

- Improvements are identified and implemented.

Accountable For:

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

End Result:

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

Competency Measurement

- Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.

Managing Resources

Accountable For:

- Operating and checking specialist equipment

End Result:

- 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.
- Appropriate checks are completed.

Accountable For:

- Ensuring team complies with Health and Safety and other relevant regulations and legislation.
- Making a limited number of adjustments to set- up and use safely and effectively.

End Result:

- There is a safe working environment for self and others.
- Audits/checks are undertaken.
- Relevant regulations and legislation are complied with.
- Non-compliance is referred to line manager.

Accountable For:

- Compiling, collating, maintaining and checking records as required by Service procedures, relevant regulations and legislation.

End Result:

- All records are accurate and completed on time.
- Service procedures, relevant regulations and legislation are complied with.

Accountable For:

- Making sure resources are used efficiently.
- Taking receipt of deliveries from suppliers/contractors.
- Handling small amounts of cash.

End Result:

- Resources are used efficiently.

Competency Measurement

- 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:

- Liaising with stakeholders to be aware of their expectations and facilitating their involvement.

End Result:

- There is awareness of customer expectations.
- Carry out work to stakeholders' satisfaction.

Accountable For:

- Working with service users/stakeholders to identify, investigate and resolve any problems so work can progress satisfactorily.

End Result:

- 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 Measurement

- 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.
- Some experience of supervising staff or work allocation
- 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.