



Job Family Role Profile Description

Date: January 2015

Job Family: Organisational Support

Job Profile: OS9

Purpose: To plan and deliver allocated tasks in a given framework through the application of specialised knowledge and skills.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning and organising own work, and supporting colleagues' work, to meet agreed programmes and/or service requirements.

End Result:

- Work is completed on time and to the required standard.
- The programme is achieved.
- Statutory obligations are fulfilled.
- Customer expectations are met.

Accountable For:

- Contributing expertise and opinion as part of a joint working team.

End Result:

- Team objectives are achieved.

Accountable For:

- Contributing to team-working.
- Providing instruction and on-the-job training for colleagues.
- Assisting in allocating and checking the work of colleagues in the same work area.

End Result:

- Effective teamwork and support is given to colleagues.

Accountable For:

- Acting as a team resource in partnership arrangements, carrying out or leading allocated tasks, as directed.

End Result:

- The partnership team operates effectively.

Competency Measurements

- 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:

- Monitoring the application of policy/rules/procedures/statutory obligations in own area of responsibility and advising others accordingly.

End Result:

- Policy is applied accurately and appropriately.
- Potential problems are identified and solutions offered.

Accountable For:

- Undertaking duties within a defined area.
- Undertaking quality assurance within own area.

End Result:

- Work is completed on time and to the required standard.
- Processes and services are effective.

Accountable For:

- Resolving queries and providing signposting on more complex issues.
- Using initiative and creativity to resolve issues, taking some decisions and escalating as appropriate.

End Result:

- Issues and queries are resolved effectively.

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:

- Contributing to the development of operational and improvement plans for own area.

End Result:

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

Accountable For:

- Evaluating research findings and recommending improvements to Service policies and practices.

End Result:

- New and amended policies are contributed to.

Accountable For:

- Cooperating with change, identifying service improvements where appropriate.
- Providing feedback and recommendations on effectiveness.

End Result:

- Service standards are applied.
- Customer expectations are met or exceeded.
- Improvement plans are put forward for action and implementation.

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:

- Monitoring the application and use of resources against plans and budgets.
- Contributing to budget planning for projects.
- Assisting in the planning of elements of expenditure for the team, site or projects.
- Working with internal and external colleagues to share and co-ordinate resources.

End Result:

- Resources are used effectively.
- Tasks are achieved on time and to the required standard.
- Projects are adequately resourced.

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:

- Establishing and supporting customer relationships pro-actively to improve efficiency and meet the requirements of the Service's standards.

End Result:

- Customer expectations are met or exceeded.

Accountable For:

- Liaising with delivery partners, both internal and external, to co-ordinate appropriate service delivery

End Result:

- Appropriate levels of customer service are provided.
- There is optimum and effective provision of resources.
- Activities within service area comply with legislation and procedures.

Accountable For:

- Representing own business area/Service at internal/external events.
- Respecting other organisations' cultures and standards so the partnership is facilitated/encouraged.

End Result:

- The Service's reputation is maintained or enhanced.

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 3 or 4, or equivalent, or equivalent experience within the relevant work area.
- Knowledge of the procedures and approaches in the area and an understanding of general organisational procedures, regulations and legislation, as applicable.
- Thorough understanding of own area and able confidently to give considered advice both within and outside the organisation.
- Detailed knowledge of service/business area and context of operation.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area.
- High level of technical skills.
- Knowledge of policy and procedure development and application.
- Good interpersonal skills.
- ICT competent with skills relevant to the work area