



Job Family Role Profile Description

Date: January 2015

Job Family: Regulation and Technical

Job Profile: RT10

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:

- 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.

End Result:

- Teamwork is well organised
- Effective service is delivered

Accountable For:

- Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisals

End Result:

- Human Resources issues are effectively dealt with, or escalated

Competency Measurement

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

Making Things Happen / Delivering Results

Accountable For:

- 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

End Result:

- Own and team's work programmes are completed on time
- Team's workload is effectively allocated.
- Service Level Agreements (SLAs) are attained

Accountable For:

- Assessing compliance with service policies and regulatory frameworks, and enforcing/assuring their application.
- Working within a framework of service best practice and procedures, and relevant professional practice/standards and legislative guidelines.

End Result:

- Regulations and policies are appropriately interpreted and applied.
- Enforcement takes place.
- Customers are aware of their obligations and any actions needed for compliance

Accountable For:

- Preparing and presenting/delivering reports on issues, work programmes and service initiatives
- Receiving and clarifying work instructions from management; reporting conclusions; advising on implications.

End Result:

- 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.

Accountable For:

- Acting as an 'Expert Witness' on behalf of the service.

End Result:

- The service is appropriately represented in legal and other matters.
- The service reputation is safeguarded and enhanced..

Accountable For:

- Determining the data required to assess given problems; reviewing the analyses and deriving conclusions to inform solutions.

End Result:

- Data needed is clearly defined.
- Required data is available.
- Useful conclusions are reached.
- Clear options and recommendations are put forward.

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:

- 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.

End Result:

- Sound, practical solutions, schemes and systems are designed.
- Solutions are successfully implemented.
- Professional/regulatory standards and service guidelines/procedures are met.

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:

- 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.

End Result:

- 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 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 advice on the application of legislation, policies and principles to customers, both pro-actively and re-actively.

End Result:

- Sound and constructive advice is given.
- Input is made to service policies
- Concerns and benefits are identified.

Accountable For:

- Liaising with external stakeholders, suppliers and customers.

End Result:

- Customers are kept informed, explanation and advice is given as appropriate.

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).
- 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.
- May use specialised software and equipment.