



Job Family Role Profile Description

Date: January 2015

Job Family: Regulation and Technical

Job 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:

- 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.

End Result:

- 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.

Accountable For:

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

End Result:

- Human Resources issues are effectively dealt with, or escalated.
- HR policies and procedures are met.
- Performance objectives are achieved.

Accountable For:

- Working co-operatively with colleagues and team; eliciting and providing information; providing help and support; presenting the case for own conclusions and recommendations.

End Result:

- Management is informed appropriately.
- Work objectives are achieved.

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 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 allowances for ad hoc work interruptions.
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End Result:

- Work is completed to timescales.
- Own and team's time/resources are utilised effectively.
- Effective plans and budgets are in place.

Accountable For:

- 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.

End Result:

- Sound judgements are made on compliance issues.
- Policy 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.

Accountable For:

- Preparing and presenting reports on a range of issues, work programmes and Service initiatives.

End Result:

- There is a clear summary of issues, progress and implications.
- Reports are completed on time and to set policies.
- The Service and its position are appropriately represented.

Accountable For:

- Acting as an 'Expert Witness' on behalf of the Service.
- Representing the Service's interests.

End Result:

- The Service is appropriately represented in legal and other matters.
- The Service's reputation is safeguarded and enhanced.

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:**

- Developing solutions to a wide range of issues, and organising their implementation.
- Designing technical solutions from a theoretical base.

End Result:

- Recommendations and proposals are put forward to resolve issues.
- Solutions are implemented.
- Professional, Technical and regulatory principles are adhered to.

Accountable For:

- Contributing to development of procedures and practices.
- Cooperating with change

End Result:

- Services are improved

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 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.

End Result:

- 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 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 - keeping them informed, explaining and advising as appropriate.
- Monitoring, developing and negotiating solutions with stakeholders.

End Result:

- Stakeholder issues are resolved.

Competency Measurement

- 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.