Job Family Role Profile Description

Date: January 2015

Job Family: Regulation and Technical

Job Profile: RT6

Purpose: To produce technical solutions and advice in a technical area, within defined rules and procedures.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning, organising and prioritising own routine tasks and non-routine work.
- Assisting to prioritise a small team's work.

End Result:

- Work is completed on time.
- Solutions are available for the team, when needed
- Own time is well organised.

Accountable For:

- Contributing to team-working.
- Provide instruction and on-the-job training for colleagues
- Assisting in allocating and checking work of colleagues in the same work area.
- Supporting and guiding less experienced staff, if required.
- Working co-operatively; with colleagues and the team; eliciting and providing information or providing help and support..

End Result:

- Teamwork is effective.
- Colleagues are supported.

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:

- Producing information and basic designs and plans, to support policies, regulations, projects and schemes .
- Working within a defined framework of set processes and procedures, following a given approach.
- Solving straightforward problems

End Result:

- Work is completed to given standards
- Practical solutions are determined
- Problems and opportunities are identified.

Accountable For:

- Writing reports of work carried out and system/situation checks
- Issuing certificates and identifying compliance against set regulations.

End Result:

- Reports are completed accurately and on time.
- The correct formats are used and appropriate procedures are followed.
- Interested parties are kept aware of the situation

Accountable For:

- Compiling reports of completed work, using standard formats, and delivering/distributing internally.
- Receiving and clarifying work instructions reporting conclusions, flagging up problems.

End Result:

- Management is informed appropriately
- Work objectives are achieved

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:

- Obtaining, assessing and analysing information to develop technical solutions
- Identifying problems that cannot be resolved and refer them

End Result:.

- Relevant data and measurements are accurately recorded
- Useful analysis is produced
- Anomalies and similar findings are highlighted
- Issues are referred appropriately for resolution

Accountable For:

- Making recommendations for improvement

End Result:.

- Improvements are identified and implemented.

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:

- Assessing compliance against statutory requirements and codes of practice, by checking given situations, such as work, materials and systems
- Reviewing and recording the details of allocated situations, identifying non-compliance with relevant regulations

End Result:

- Checks and measurements are completed on time, and to set procedures and standards.
- Compliance and non-compliance are identified and referred.
- Situations are reviewed and recorded appropriately.
- Records are made available, as necessary
- Customers are kept informed.

Accountable For:

- Operating and maintaining equipment and systems.

End Result:

- Maintenance procedures are followed.
- Potential problems are identified.

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:

- Providing general advice and assistance on the application of procedures, within the defined business area, to internal and external customers.

End Result:

- Informative and accurate advice is given promptly.
- Complex issues are referred.
- Customers understand the responses given.

Accountable For:

- Liaising with external stakeholder, suppliers and customers.

End Result:

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

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 or knowledge in the relevant work area.
- Knowledge of the procedures and approaches in the area and an understanding of general
  organisational procedures, regulations and legislation.
  Knowledge of health and safety and related legislation, procedures and policies and how they apply to
  the work area.
- Understanding of own work area and/or discipline.
- Knowledge of the relevant regulations and report formats.
- Need to understand the ‘how and why’, and not just the ‘what’.
- Understanding of how to effectively investigate records and data to answer queries.
- Interpersonal skills.
- Drive and operate standard road vehicles in some areas.
- Ability to use relevant equipment, computers and systems effectively.
- ICT competent with skills relevant to the work area.
- Thorough working knowledge of relevant software packages