

Job Family Role Profile Description

Date: January 2015

Job Family: Regulation and Technical

Job Profile: RT7

Purpose: To provide technical solutions and advice in a specialist technical area, within general guidelines provided by procedures and working standards.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Planning, organising and prioritising work to complete the given work/caseload in the required timescale.
- Assisting to prioritise a small team's work.

End Result:

- Work/caseload 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 best practice and precedent.
- 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, system/situation checks and amending plans where appropriate.
- Issuing certificates and identifying compliance against set regulations
- Compiling and delivering reports of completed work identifying implications and reaching conclusions.
- Receiving and clarifying work instructions; reporting conclusions, flagging up problems.

End Result:

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

End Result:

- Relevant data and measurements are accurately recorded
- Useful analysis is produced

- Anomalies and similar findings are highlighted

Accountable For:

- Analysing, investigating and resolving problems and situations.
- Identifying problems that cannot be resolved, and refer them.

End Result:

- Problems are resolved within recognised procedures.
- Issues are referred appropriately for resolution.

Accountable For:

- Making recommendations for improvement.
- Cooperating with change.

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:

- Reviewing and recording the details of allocated situations, assessing their compliance with relevant regulations and/or Council-approved plans.
- Providing the backup data for enforcement/evidence of compliance.
- Assisting in the planning of elements of expenditure for the team, site or projects.

End Result:

- Situations are reviewed and recorded.
- Records are made available.
- Compliance and non-compliance are assessed.
- Customers are kept informed.
- Policies and procedures are applied correctly.
- Resources are used efficiently and effectively.

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 operational and technical 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.
- Contentious 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.
- A registered qualification may be required.
- 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.
- Comprehensive understanding of own work area and/or discipline.
- Knowledge of the relevant regulations and report formats.
- There is a 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.