



## Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To undertake projects or work programmes to given timescales, costs and specification and provide technical guidance and advice in particular field of expertise.

### Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Planning, organising and prioritising own work programmes to meet given deadlines.</li> <li>• Assisting with the prioritising of a small team's work.</li> </ul>	<ul style="list-style-type: none"> <li>• Own work programmes are completed on time.</li> <li>• Service Level Agreements (SLAs) are attained.</li> <li>• Solutions are available for the team, when needed.</li> </ul>
<ul style="list-style-type: none"> <li>• Contributing to team-working.</li> <li>• Providing instruction and on-the-job training for colleagues.</li> <li>• Assisting in allocating and checking the work of colleagues in the same work area.</li> <li>• Providing technical guidance, support and training to team members, both internal and external.</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> <li>• The team is technically capable.</li> <li>• Technical work is carried out satisfactorily.</li> </ul>
<ul style="list-style-type: none"> <li>• Working co-operatively with colleagues and team; eliciting and providing information; providing help and support; presenting the case for own conclusions and recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Management is informed appropriately.</li> <li>• Work objectives are achieved.</li> </ul>
<b>Competency measurements</b>	
Actively develop relationships through regular communication and promote effective team working. Promote council goals.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Planning and organising work/projects, to given timescale, budgets and standards.</li> <li>• Developing project implementation plans within defined parameters.</li> <li>• Planning for short- to medium-term projects.</li> <li>• Establishing priorities and scheduling them accordingly to meet given timescales, making</li> </ul>	<ul style="list-style-type: none"> <li>• Work is completed to timescales.</li> <li>• Time/resources are utilised effectively.</li> <li>• Effective plans and budgets are in place.</li> <li>• Work objectives are achieved.</li> </ul>

allowances for ad hoc work interruptions.	
<ul style="list-style-type: none"> <li>Determining compliance with Service policies and regulatory frameworks, and ensuring their application.</li> <li>Providing advice on the interpretation and application of policies, technical principles and regulations/legislation.</li> <li>Working within a framework of Service best practice and procedure, and relevant professional practice/standards and legislative guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Sound judgements are made on compliance issues.</li> <li>Policy and regulations are interpreted correctly.</li> <li>Customers are aware of their obligations and any actions needed for compliance.</li> <li>Enforcement decisions are implemented.</li> <li>Sound and constructive advice is provided.</li> <li>Policy proposals are developed.</li> <li>Management is aware of implications, threats and opportunities.</li> <li>Solutions are negotiated successfully.</li> </ul>
<ul style="list-style-type: none"> <li>Preparing and presenting reports on a range of issues, work programmes and Service initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>There is a clear summary of issues, progress and implications.</li> <li>Reports are completed on time and to set policies.</li> <li>The Service and its position are appropriately represented.</li> </ul>
<ul style="list-style-type: none"> <li>Acting as an 'Expert Witness' on behalf of the Service.</li> <li>Representing the Service's interests.</li> </ul>	<ul style="list-style-type: none"> <li>The Service is appropriately represented in legal and other matters.</li> <li>The Service's reputation is safeguarded and enhanced.</li> </ul>
<b>Competency measurements</b>	
Use sound judgement by weighing up different options to arrive at the best solution based on time, cost and quality.	
Use direct persuasion.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Developing solutions to a wide range of issues, and organising their implementation.</li> <li>Designing technical solutions from a theoretical base.</li> </ul>	<ul style="list-style-type: none"> <li>Recommendations and proposals are put forward to resolve issues.</li> <li>Solutions are implemented.</li> <li>Professional, Technical and regulatory principles are adhered to.</li> </ul>
<ul style="list-style-type: none"> <li>Providing input to development of procedures and practices.</li> <li>Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>Services are improved.</li> </ul>
<b>Competency measurements</b>	
Look ahead - anticipate obstacles and take action to avoid crisis.	
Think ahead to identify opportunities to achieve better outcomes.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Planning, organising and controlling the assigned projects, to defined targets and given budgets project scope and PIs/SLAs measures</li> <li>Contributing to the planning of expenditure for the team, site or projects.</li> <li>Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies.</li> </ul>	<ul style="list-style-type: none"> <li>Work/projects are completed to required standards and timescales.</li> <li>Targets are achieved. (technical, cost, outputs, resources).</li> <li>Policies/contractual obligations are met.</li> <li>Time/resources are utilised efficiently and effectively.</li> <li>Effective plans and budgets are in place.</li> </ul>
<b>Competency measurements</b>	
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.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing advice on the application of legislation, policies and principles to customers, both pro-actively and re-actively.</li> </ul>	<ul style="list-style-type: none"> <li>• Sound and constructive advice is given.</li> <li>• Input is made to Service policies.</li> <li>• Concerns and benefits are identified.</li> </ul>
<ul style="list-style-type: none"> <li>• Liaising with external stakeholders - keeping them informed, explaining and advising as appropriate.</li> <li>• Monitoring, developing and negotiating solutions with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are kept informed, explanation and advice is given as appropriate.</li> </ul>
<b>Competency measurements</b>	
Work to exceed customer expectations and take full ownership of customer enquiries.	

<b>Qualifications, knowledge, experience and expertise</b>
<ul style="list-style-type: none"> <li>• NVQ level 5, professional qualification or equivalent experience.</li> <li>• A registered qualification may be required.</li> <li>• Thorough understanding of the service area and the business and the context within which it operates.</li> <li>• Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.</li> <li>• Organisational/planning skills.</li> <li>• Commercial/marketing skills may be relevant in some service areas.</li> <li>• Good interpersonal skills including ability to negotiate and influence at all levels.</li> <li>• Thorough knowledge and application of the standards, specifications, systems, guidelines, regulations, policies, legislation and case law relevant to the work.</li> <li>• Knowledge of inward- and outward-facing Council issues.</li> <li>• Political awareness.</li> <li>• Ability to tackle issues from a conceptual/theoretical base.</li> <li>• ICT competent with skills relevant to the work area.</li> <li>• May use specialised software and equipment.</li> </ul>

## Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:- [www.cumbria](http://www.cumbria).



## **Cumbria County Council competencies**

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

**For further information please see:-**  
**[www.cumbria](http://www.cumbria)**