

# Job Family Role Profile Description

<b>Date</b>	January 2015
<b>Job Family</b>	Regulation and Technical
<b>Profile</b>	RT7
<b>Purpose</b>	To provide technical solutions and advice in a specialist technical area, within general guidelines provided by procedures and working standards.

## 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 work to complete the given work/caseload in the required timescale.</li> <li>• Assisting to prioritise a small team's work.</li> </ul>	<ul style="list-style-type: none"> <li>• Work/caseload is completed on time.</li> <li>• Solutions are available for the team, when needed.</li> <li>• Own time is well organised.</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>• Supporting and guiding less experienced staff, if required.</li> <li>• Working co-operatively, with colleagues and the team; eliciting and providing information; providing help and support.</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council.	
Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Producing information, designs and plans, to set guidelines in support of policies, regulations, projects and schemes.</li> <li>• Working within a framework of processes and procedures, following best practice and precedent.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is completed to given standards.</li> <li>• Practical solutions are determined.</li> <li>• Problems and opportunities are identified.</li> </ul>
<ul style="list-style-type: none"> <li>• Writing reports of work carried out,</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are completed accurately and on time.</li> </ul>

<p>system/situation checks and amending plans where appropriate.</p> <ul style="list-style-type: none"> <li>• Issuing certificates, and identifying compliance against set regulations.</li> <li>• Compiling and delivering reports of completed work identifying implications and reaching conclusions.</li> <li>• Receiving and clarifying work instructions; reporting conclusions, flagging up problems.</li> </ul>	<ul style="list-style-type: none"> <li>• The correct format and procedures are followed.</li> <li>• Interested parties are kept aware of the situation.</li> <li>• Management is informed appropriately</li> <li>• Work objectives are achieved</li> </ul>
---	--

### Competency measurements

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	End Result
<ul style="list-style-type: none"> <li>• Obtaining, assessing and analysing information to develop technical solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant data and measurements are accurately recorded.</li> <li>• Useful analysis is produced.</li> <li>• Anomalies and similar findings are highlighted.</li> </ul>
<ul style="list-style-type: none"> <li>• Analysing, investigating and resolving problems and situations.</li> <li>• Identifying problems that cannot be resolved, and refer them.</li> </ul>	<ul style="list-style-type: none"> <li>• Problems are resolved within recognised procedures.</li> <li>• Issues are referred appropriately for resolution.</li> </ul>
<ul style="list-style-type: none"> <li>• Making recommendations for improvement.</li> <li>• Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements are identified and implemented.</li> </ul>

### Competency measurements

Express ideas effectively and question the traditional way of doing things.

Look for fresh approaches to improve service delivery.

## Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> <li>• Reviewing and recording the details of allocated situations, assessing their compliance with relevant regulations and/or Council-approved plans.</li> <li>• Providing the backup data for enforcement/evidence of compliance.</li> <li>• Assisting in the planning of elements of expenditure for the team, site or projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Situations are reviewed and recorded.</li> <li>• Records are made available.</li> <li>• Compliance and non-compliance are assessed.</li> <li>• Customers are kept informed.</li> <li>• Policies and procedures are applied correctly.</li> <li>• Resources are used efficiently and effectively.</li> </ul>

### Competency measurements

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	End Result
<ul style="list-style-type: none"> <li>• Providing operational and technical advice and assistance on the application of procedures within the defined business area, to internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Informative and accurate advice is given promptly.</li> <li>• Contentious issues are referred.</li> <li>• Customers understand the responses given.</li> </ul>
<ul style="list-style-type: none"> <li>• Liaising with external stakeholder, suppliers and customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are kept informed, explanation and advice is given as appropriate.</li> </ul>

### **Competency measurements**

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.