

Job Family Role Profile Description

Date	January 2015
Job Family	Operations
Job Profile	OP10
Purpose	To supervise the work of one or more teams to deliver a service to the agreed standards.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Planning and organising the work of the team(s) in accordance with programme requirements. • Controlling, monitoring performance and allocating workload within team in accordance with service procedures. • Planning and scheduling own work and work of the team over the next few weeks and looking ahead with a broad view for several weeks or a few months. 	<ul style="list-style-type: none"> • Work is scheduled to fit programme timetable. • Work is completed on time. • Ongoing problems are taken into account.
<ul style="list-style-type: none"> • Organising and co-ordinating the work of groups of employees. • Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal. 	<ul style="list-style-type: none"> • Teamwork is well organised. • Service delivery is effective. • Human Resources issues are dealt with effectively, or escalated.
<ul style="list-style-type: none"> • Supervising, developing and motivating a team(s). 	<ul style="list-style-type: none"> • Wider team development needs are communicated to the manager. • Team members' skills and knowledge are developed, so they are capable of achieving the required performance. • 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	End Result
<ul style="list-style-type: none"> • Monitoring and controlling the ongoing work to be carried out to the set standards and specification and within budget. • Establishing a broad procedural framework with 	<ul style="list-style-type: none"> • Work is done to applicable standards, including quality. • Sub-standard work is corrected. • Costs are kept within budget.

established work methods.	
<ul style="list-style-type: none"> Co-ordinating and monitoring the activities within the service area to ensure service delivery to the relevant standards and SLAs. Amending work order/method to achieve best results and meet timetable. Modifying the programmes to suit the particular circumstances, changes in resources available, equipment breakdown. 	<ul style="list-style-type: none"> Work is scheduled to fit timetable. Work is completed on time. Changes in circumstances are allowed for. SLAs and relevant legislation are complied with. Improvements are made to service delivery. Changes to service delivery are achieved in appropriate timescales.
<ul style="list-style-type: none"> Auditing the work to ensure compliance with the relevant regulations and procedures. Carrying out appropriate risk assessments, Implementing any necessary Health and Safety procedures and dealing with any accidents or incidents. 	<ul style="list-style-type: none"> The team works safely. Material and equipment is used safely. The relevant regulations and Service practices are complied with.
Competency measurements	
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	End Result
<ul style="list-style-type: none"> Improving work programmes by developing and implementing better working methods. Cooperating with change. 	<ul style="list-style-type: none"> Improvements are identified and implemented.
<ul style="list-style-type: none"> Meeting with customers/partners to review service delivery and resolve problems. 	<ul style="list-style-type: none"> Service improvement ideas are put forward. Customers/partners are satisfied.
Competency measurements	
Look ahead – anticipate obstacles and take action to avoid crisis.	
Think ahead to identify opportunities to achieve better outcomes.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> Identifying, requesting and organising the resources necessary to carry out the work programme effectively. Using resources effectively across multiple sites. 	<ul style="list-style-type: none"> The correct resources, equipment and materials are available, when needed across multiple sites. Staff (including sub-contractors) are used effectively.
<ul style="list-style-type: none"> Producing and submitting relevant records, as defined by Service procedures. Collating data for reports, as directed. 	<ul style="list-style-type: none"> All necessary records are complete and accurate. Key issues are flagged. Data is provided for reports in a timely manner. Service procedures are complied with.
<ul style="list-style-type: none"> Ensuring compliance with the relevant regulations and procedures. 	<ul style="list-style-type: none"> Safe working is achieved. Materials and equipment are used safely. The relevant regulations and service practice are complied with.
Competency measurements	
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	End Result

<ul style="list-style-type: none"> Assisting with the discussions with stakeholders to identify requirements and agree appropriate SLA's. 	<ul style="list-style-type: none"> There is awareness of customer expectations. Carry out work to stakeholders' satisfaction in accordance with the specification and within budget.
<ul style="list-style-type: none"> Working with service users/stakeholders to identify and resolve any operational problems so work can progress satisfactorily. 	<ul style="list-style-type: none"> Initial action/response is taken to address problems. Line management is promptly made aware of issues.
<ul style="list-style-type: none"> Resolving escalated complex issues raised by customers. 	<ul style="list-style-type: none"> Answers are provided to issues. Customer service is provided to the required standard. Colleagues are supported.
<p>Competency measurements</p>	
<p>Work to exceed customer expectations and take full ownership of customer enquiries.</p>	

<p>Qualifications, knowledge, experience and expertise</p> <ul style="list-style-type: none"> NVQ level 4 or equivalent or experience or knowledge in the relevant work area to understand, plan and control work situations. Thorough knowledge of the working methods, equipment and materials in the area to enable appropriate specifications to be written and able to address and resolve problems effectively. Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. Thorough understanding of the rules and regulations applicable to the service. Working knowledge of materials/equipment used in the work situations by the teams, their safe use and application circumstances. Planning and Financial management capability to prepare work programmes and control expenditure. Experience of managing/supervising staff and work allocation. ICT competent with skills relevant to the work area.
--