Job Family Role Profile Description

Date	January 2015
Job Family	Organisational Support
Job Profile	OS11
Purpose	To make and implement recommendations and advise on policy, business services or process development.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
• Planning and organising own work and contributing to forward planning for delegated areas.	• Tasks and duties are completed and delivered on time and to the required quality. • Forward plans are developed.
• Contributing to team-working. • Providing instruction and on-the-job training for colleagues. • Assisting in allocating and checking the work of colleagues in the same work area.	• Time is managed effectively. • Tasks are completed on time and to the required standard. • The quality of team outputs is maintained.
• Carrying out or leading, as directed, on allocated tasks on behalf of the Service. • Participating in working groups of internal and external stakeholders.	• The partnership team operates effectively.
Competency measurements	
Actively develop relationships through regular communication and promote effective team working. Promote council goals.	

Making things happen / Delivering results

Accountable For	End Result
• Implementing Service and shared policies. • Ensuring appropriate compliance across the Service and in partnership arrangements.	• Policy is accurately and appropriately applied. • Potential problems are flagged up and solutions are identified.
• Providing advice and guidance on complex issues within own service area. • Working under general guidance only choosing solutions based on experience / precedents. • Working within set objectives, reporting on an exception basis and evaluating progress.	• Work is carried out and completed effectively
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
• Contributing pro-actively to the development of policy in designated areas.	• New policies are developed.
• Monitoring service delivery and making recommendations on improvements to existing procedures.	• Service standards are improved. • Customer expectations are met or exceeded. • Improvement plans are put forward for action.
• Making recommendations for improvements to meet planned or expected changes in service demands. • Cooperating with change, identifying service improvements where appropriate.	• Improvements are implemented

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
• Managing self and allocated resources, to deliver services and programmes against plans and budgets. • Contributing to planning of expenditure for the team, site or projects. • Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies, if required.	• Work is completed on time and to the required standard. • Programmes and services are achieved. • Statutory obligations are fulfilled. • Customer expectations are met.
• Using resources efficiently.	• Resources are used effectively. • Tasks are achieved on time and to the required standard. • New projects are adequately resourced.

Competency measurements

Deliver and contribute to realistic estimates and plans, monitoring 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
• Liaising and building relationships with stakeholders to deliver service outcomes within a delegated area of responsibility.	• Appropriate levels of customer service are provided. • Resources are provided effectively. • Stakeholders are kept informed. • Activities within service area comply with legislation and procedures.
• Acting as the Service's representative, with authority to act on its behalf within nominated area/task. • Respecting other organisations' cultures and standards so the partnership is facilitated/ encouraged.	• The Service's reputation is maintained or enhanced. • Team objectives are achieved.

Competency measurements

Work to exceed customer expectations and take full ownership of customer enquiries.

Qualifications, knowledge, experience and expertise

- Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4).
- In some areas, a registered qualification is a requirement.
- Thorough knowledge regarding the service and relevant legislation.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area. • Understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Good interpersonal skills including negotiating, conciliating, people management and motivational skills. • Some experience of implementing change.
- Political awareness.
- Technical proficiency in advanced software applications.
- ICT skills relevant to the work area.