

Generic Job Family role Profile Description

Date	January 2015
Family	Operations
Profile	OP9i
Purpose	To supervise the work of one or more teams to deliver an operational service area 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. • Monitoring performance and allocating workload within team in accordance with service procedures. • Planning and scheduling team work over periods of weeks, taking into account changes in circumstances and resolving short-term work schedules and problems. 	<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	
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	End Result
<ul style="list-style-type: none"> • Monitoring and controlling the team's work to meet the established standards, specification and budget. • Establishing a clear procedural framework with 	<ul style="list-style-type: none"> • Work is carried out to set standards and specifications. • Sub-standard work is corrected. • Costs are kept within budget.

established work methods.	
<ul style="list-style-type: none"> • Planning, organising, actioning and monitoring the delivery of the operational service activity area(s), to achieve the established standards. • Amending work order/method and programme as necessary to achieve best results and meet timescales. 	<ul style="list-style-type: none"> • Work is scheduled to fit the programme. • Work is completed to time and SLAs/Pis. • Work standards are achieved.
<ul style="list-style-type: none"> • Assessing and making due allowance for risks to comply with all relevant regulations and Service procedures. 	<ul style="list-style-type: none"> • Risk assessments are completed. • Incidents are reported and actioned. • Relevant regulations are complied with.
<ul style="list-style-type: none"> • Carrying out appropriate risk assessments and auditing the work to ensure compliance with Health and Safety procedures. 	<ul style="list-style-type: none"> • The team works safely. • Material and equipment is used safely. • The relevant regulations and Service practice are complied with.
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"> • Making recommendations for improvement • Using initiative to suggest better working methods, altering order of work and using alternative equipment to get work completed satisfactorily. • 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	
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"> • Operating and checking specialist equipment. 	<ul style="list-style-type: none"> • Services are safely delivered on site. <ul style="list-style-type: none"> • Equipment is operated competently and safely. • Work is carried out to the required standards, in terms of quantity, quality and accuracy. • Appropriate checks are completed.
<ul style="list-style-type: none"> • Identifying, requesting and organising the given resources to carry out the work programme effectively. 	<ul style="list-style-type: none"> • The correct equipment and materials are available when needed. • 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	
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">• Liaising with stakeholders to be aware of their expectations and facilitating their involvement.	<ul style="list-style-type: none">• There is awareness of customer expectations.• Carry out work to stakeholders' satisfaction.
<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">• SLAs/relevant legislation are complied with.• Improvements are made to service delivery.• Changes to service delivery are achieved in appropriate timescales.• Initial action is taken to address problems.• Line management is promptly made aware of issues.
<ul style="list-style-type: none">• Resolving escalated 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.

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 level 3 or 4 or equivalent or experience or knowledge in the relevant work area to understand, plan and control work situations.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Good knowledge of the working methods in the area and able to address and resolve problems effectively.
- Thorough understanding of the rules and regulations applicable to the service.
- Experience of supervising staff and work allocation
- 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.
- ICT competent with skills relevant to the work area.