

# Generic Job Family Role Profile Description

<b>Date</b>	January 2015
<b>Job Family</b>	Regulation and Technical
<b>Grade</b>	RT11
<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.	

## Customer and Community focused

Accountable For	End Result
<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.	

## Qualifications, knowledge, experience and expertise

- NVQ level 5, professional qualification or equivalent experience.
- A registered qualification may be required.
- Thorough understanding of the service area and the business and the context within which it operates.
- Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.
- Organisational/planning skills.
- Commercial/marketing skills may be relevant in some service areas.
- Good interpersonal skills including ability to negotiate and influence at all levels.
- Thorough knowledge and application of the standards, specifications, systems, guidelines, regulations, policies, legislation and case law relevant to the work.
- Knowledge of inward- and outward-facing Council issues.
- Political awareness.
- Ability to tackle issues from a conceptual/theoretical base.
- ICT competent with skills relevant to the work area.
- May use specialised software and equipment.