

Date	January 2015
Purpose	To review and interpret information within a defined area. Provide support to advise and inform decision-making.

Role Profile Description

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own daily/weekly routine tasks and occasional non-routine work using some discretion about the activities carried out • Prioritising a small team's work if required. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed, on time, and to the required quality. • The team plan is met.
<ul style="list-style-type: none"> • 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 	<input type="checkbox"/> There is effective teamwork and support is given to colleagues.
<input type="checkbox"/> Acting as a team resource in partnership arrangements, carrying out allocated tasks as directed.	<input type="checkbox"/> The partnership team operates effectively.
Competency measurements	
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
<input type="checkbox"/> Applying knowledge, interpretation and analytical skills to help develop solutions.	<ul style="list-style-type: none"> • Useful management information is produced. • Colleagues are supported. • Accurate analysis and conclusions inform the quality of decision-making. • Quality standards are maintained, and anomalies highlighted.
<input type="checkbox"/> Understanding and applying policy/rules/procedures/statutory obligations to tasks, in the area of responsibility.	<ul style="list-style-type: none"> • Tasks are completed on time and to the required standard. • Policy is accurately and appropriately applied. • Potential problems are flagged up.
<input type="checkbox"/> Undertaking defined tasks but with the opportunity to show initiative.	<input type="checkbox"/> Tasks are completed on time and to the required standard.

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<ul style="list-style-type: none"> • Liaising with line management on routine and non-routine/non-standard issues. • Reviewing, validating and assessing information. <ul style="list-style-type: none"> <input type="checkbox"/> Making decisions on specific work area. 	<ul style="list-style-type: none"> • Team targets are contributed to. • Discrepancies/anomalies are recognised and identified. • Useful output and conclusions are drawn. • Potential problems are referred for resolution. • Programmes are enabled.
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<input type="checkbox"/> Providing or processing information, to and from other stakeholders.	<ul style="list-style-type: none"> • Information flows smoothly. • Stakeholders are kept informed.
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
<input type="checkbox"/> Undertaking research, formatting and interpreting relevant policies and best practice to enable contribution to policy development.	<ul style="list-style-type: none"> • Problem areas are recognised and identified. • Useful output and conclusions are drawn. • New and amended policies are contributed to.
<input type="checkbox"/> Cooperating with change, identifying service improvements where appropriate.	<input type="checkbox"/> Improvements are implemented.
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"> • Monitoring and influencing the use of resources to allocated tasks. • Identifying and recommending any requirements. • Working with internal and external colleagues to share and co-ordinate resources. 	<ul style="list-style-type: none"> • Resources are used effectively and with due care. • Tasks are achieved on time, and to the required standards. • Processes are improved
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"> • Engaging and interacting with customers. • Liaising with colleagues in other departments and members of the public and partner organisations. • Responding to customer queries and providing basic advice and guidance within defined business area. • Resolving any issues, where possible. 	<ul style="list-style-type: none"> • Customer needs are understood and met. • Prompt, clear and accurate advice is provided. • Customer expectations are met or exceeded. • Contentious issues are referred to a higher level.
<ul style="list-style-type: none"> • Representing own business area/Service at internal/external events. • Respecting other organisations' cultures and standards so the partnership is facilitated /encouraged. 	<input type="checkbox"/> The Service's reputation is maintained or enhanced.
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 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Knowledge of the procedures in the service area and how to apply them.
- Detailed knowledge of own business area, including relevant policies and procedures and their context of operation.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area.
- Interpersonal skills.
- Enhanced awareness of customer needs and service standards.
- Appropriate technical knowledge.
- ICT competent with skills relevant to the work area.