

Role Profile Description

Date	January 2015
Purpose	To supervise the work of a team or teams to provide a specialised service enabling customers to make informed use of the service or facility.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Planning and prioritising activities within a series of allocated duties. • Planning and organising own work, and that of the teams, and co-ordinating with colleagues' projects 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality • The team plan is met.
<ul style="list-style-type: none"> • Organising and co-ordinating the work of teams. • Implementing Human Resources procedures for the teams, including recruitment, discipline, performance and attendance management and appraisal. • Providing instruction and on –the-job training for colleagues. • Allocating and checking the work of colleagues in the team. 	<ul style="list-style-type: none"> • Teamwork is well organised and effective. • Service delivery is effective. • Human Resources issues are dealt with 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
<ul style="list-style-type: none"> • Providing a specialist service, involving complex equipment/processes to enable users to access, examine and utilise assets and information. 	<ul style="list-style-type: none"> • Quality, accuracy, security and related standards are achieved. • Users are satisfied.
<ul style="list-style-type: none"> • Planning and organising work and projects to complete them within set framework, standards and timescales. 	<ul style="list-style-type: none"> • Work is completed to time and to set standards within a procedural framework, to established work programmes and standards • Discretion and initiative is used both in work situations and when dealing with queries or circumstances.
<ul style="list-style-type: none"> • Collecting information and compiling and submitting reports. 	<ul style="list-style-type: none"> • Procedures are adhered to and recorded. • Reports are made accurately and on time. • Records are accurate and complete.
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"> • Keeping up-to-date with developments and best practice. 	<ul style="list-style-type: none"> • The appropriate level of personal expertise and knowledge base is maintained.
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Improvements are identified and 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
<ul style="list-style-type: none"> • Determining the resources needed and securing them within given budget constraints. • Managing the relevant budget. 	<ul style="list-style-type: none"> • Resources (people, equipment and materials) of the required capability/standard are available when needed. • Work is carried out to specification, standards and guidelines and budget.
<ul style="list-style-type: none"> • Assessing the work situation and managing the risks. • Identifying the relevant precautionary, safety and security measures, and acting accordingly. 	<ul style="list-style-type: none"> • The environment is safe. • Proper tools and equipment are utilised. • Proper precautions are known and taken.
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"> • Providing a specialist service, enabling users to access and utilise assets and information safely and securely. 	<ul style="list-style-type: none"> • Quality, accuracy, security and related standards are achieved. • Users are satisfied.
<ul style="list-style-type: none"> • Receiving and resolving customer queries and complaints, referring serious issues as necessary. 	<ul style="list-style-type: none"> • Customers and the general public are satisfied. • Incidents are reported as required, in accordance with procedures.
<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. • Users/partners are satisfied.
<ul style="list-style-type: none"> • Providing advice to colleagues and customers on matters concerning the specialist field. 	<ul style="list-style-type: none"> • Sound advice is given. • Customers are informed.
<ul style="list-style-type: none"> • Gathering data to monitor usage and encourage feedback from service users. 	<ul style="list-style-type: none"> • Data and feedback are analysed to contribute to service planning.
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.
- Experience of managing/supervising staff and work allocation is required.
- Breadth and depth of knowledge regarding the service and relevant legislation.
- Knowledge of 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.
- Political awareness.
- Ability to assess a situation and address it and know when to escalate issues.
- Sound knowledge of use and storage of specialised materials, and potential risks.
- Ability to set up, adjust and continue to use complex equipment, including computers and specialised equipment.
- ICT competent with skills relevant to the work area