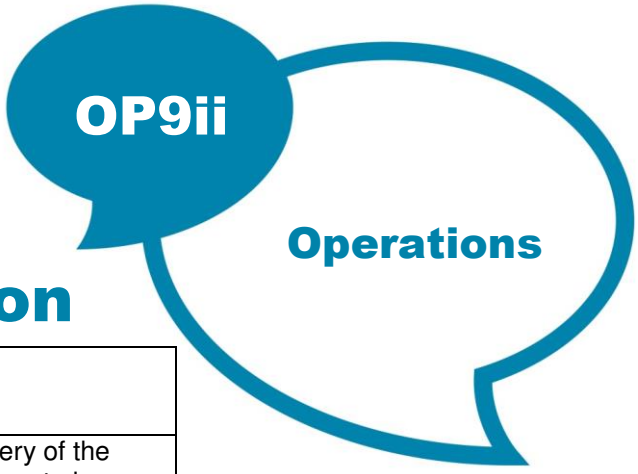


Role Profile Description

Date	January 2015
Purpose	To plan and organise the delivery of the specialised activity area(s) to meet given standards and Service Level Agreements.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
• Providing support, advice and training to staff and sub-contractors.	• Effective training and advice given. • Skilled and capable staff are supported. • Staff/sub-contractors aware of standards and techniques.
• Allocating team(s) work if necessary. • Exchanging information with colleagues and managers. • Liaising with sub-contractors so work is carried out as specified • Contributing to team-working. • Instructing and guiding less experienced staff.	• Teamwork is effective. • Colleagues are supported.

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
• Planning, organising, actioning and monitoring the delivery of the operational service activity area(s), to achieve the established standards.	• Work is scheduled to fit the programme. • Work is completed to time and SLAs/PIs. • Work standards are achieved.
• Planning and prioritising the work activities (over several months) using expertise on specialist activity in line with the needs of service.	• Work is completed on time and to correct standards. • Changes in circumstances are allowed for. • Value-for-money in the service area is ensured. • Emergency cover is provided, where necessary.
• Assessing and making due allowance for risks to comply with all relevant regulations and service procedures.	• Risk assessments are completed. • Incidents are reported and actioned. • Relevant regulations are complied with.
• Responding to any incidents and problems and change of circumstances encountered in work situations, using own judgements to take	• Line management is promptly made aware of situations. • Corrective actions are taken to resolve problems.

corrective action to resolve them, if possible to ensure appropriate service delivery.	• Breakdowns and deficiencies are recorded and reported.
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
• Identifying, proposing and developing ways of improving the standards, procedures and efficiency of the service. • Generating meaningful reports; identifying and suggesting improvements to service provision.	• There are sound proposals for improvements to standards. • There are proposals for efficiency improvement.
• Meeting with customers/partners to review service delivery and resolve problems.	• 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
• Operating and checking specialist equipment.	• Services are safely delivered on site. • 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.
• Identifying, defining and requesting the resources necessary to deliver the service.	• Timely resource requests are submitted. • Agreed resources are available when needed. • Resources are clearly defined.
• Collating data and compiling and submitting records and reports, as required by service procedures.	• Records/reports are accurate and completed on time. • Data is compiled accurately and on time.
• Providing information and advice for the development of annual plans and budgets and their monitoring. • Contributing to planning/budgeting process.	• Relevant information is provided for use in planning and budgeting processes. • Potential problems identified.
• Ensuring compliance with the relevant regulations and procedures.	• 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
• Working with service users, stakeholders and staff to identify and resolve any problems or queries with the provision of the service.	• Queries/complaints are promptly dealt with. • Major issues are promptly referred. • Service users and stakeholders are satisfied.
• Receiving, resolving and responding to queries, complaints, and contacts; discussing approaches to develop and improve service delivery.	• Answers are provided to issues. • Customer service is provided to the required standard.

• Resolving escalated or complex issues raised by customers.	• 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 procedures and approaches in the area and understanding of general organisation procedures, regulations and legislation, as applicable.
- Working knowledge of materials/equipment used in the work situations, their safe use and application circumstances.
- Planning and financial capability to prepare work programmes and control expenditure.
- ICT competent with skills relevant to the work area.
- Thorough understanding of the technical aspects of the specialist areas..

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-
www.cumbria.



Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

For further information please see:-
www.cumbria.



Post Specification

Date	
Post	
Post Group	
Role Profile	

To be read in conjunction with your role profile

Service Area description

Purpose of this post

Key job specific accountabilities (max 5)

1.
2.
3.
4.
5.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget responsibilities	
Staff management responsibilities	•
Other	•

Post Specific - Qualifications, knowledge, experience and expertise

•

Job working circumstances (only include extra-ordinary circumstances)

Emotional demands	•
Physical demands	•
Working conditions	• Mainly inside, but need to work at a variety of sites and establishments, both internal and external and with associated travelling.

Other Factors

•