

OP7i

Operations

Role Profile Description

Date	January 2015
Purpose	To supervise and motivate a team to deliver a high quality service within activity area to relevant Performance Indicators and Service Level Agreements.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
- Planning and organising own and team's work to meet given priorities. - Monitoring performance and allocating workload within team on a day to day basis.	- Priorities are met. - The team's work is completed on time, and to set standards.
- Discussing work method; receiving and clarifying instructions for the team from supervisor and manager. - Organising and co-ordinating the work of employees. - Responsible for implementing some Human Resources procedures in the area, including performance and attendance management and appraisal and assisting with discipline and recruitment.	- Teamwork is well organised. - Service delivery is effective. - Human Resources issues are dealt with effectively, or escalated.
Supervising, developing and motivating a team.	- 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
Carrying out the assigned specialised service work to the relevant standards and work methods, using materials, equipment and resources, as appropriate.	- Work is carried out to set standards of quality, accuracy and time. - Appropriate tools, equipment and materials are used for tasks.

- Responding to any incidents and problems and change of circumstances encountered in work situations. - Taking corrective action to resolve them, if possible. - Escalating to management, where necessary.	- Line management is promptly made aware of situations. - Corrective actions are taken to resolve problems. - Breakdowns and deficiencies are recorded and reported.
Carrying out work sensitively, safely and to codes of practice.	Codes of practice are adhered to.
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
- Making recommendations for improvement by using initiative to suggest better working methods, alter order of work and use alternative equipment to get work completed satisfactorily - Cooperating with change.	Improvements are identified and implemented.
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.
- Ensuring team complies with Health and Safety and other relevant regulations and legislation. - Making a limited number of adjustments to set-up and use safely and effectively.	- There is a safe working environment for self and others. - Audits/checks are undertaken. - Relevant regulations and legislation are complied with. - Non-compliance is referred to line manager.
Compiling, collating, maintaining and checking records as required by Service procedures, relevant regulations and legislation.	- All records are accurate and completed on time. - Service procedures, relevant regulations and legislation are complied with.
- Making sure resources are used efficiently. - Taking receipt of deliveries from suppliers/contractors. - Handling small amounts of cash.	Resources are used efficiently.
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
Liaising with stakeholders to be aware of their	There is awareness of customer expectations.

expectations and facilitating their involvement.	Carry out work to stakeholders' satisfaction.
Working with service users/stakeholders to identify, investigate and resolve any problems so work can progress satisfactorily.	- Initial action/response is taken to address problems/complaints. - Line management is promptly made aware of issues. Serious issues are escalated to the appropriate level.
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 equivalent experience or knowledge in the relevant work area.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Some experience of supervising staff or work allocation
- Planning and Financial management capability to prepare work programmes and control expenditure.
- Hold relevant licences.
- Full working knowledge of processes, procedures, systems materials and equipment within area of operation.
- Understanding of how to deal with customers to required standards of service.
- ICT competent with skills relevant to the work area.

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.gov.uk



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.

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