



## Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To provide technical solutions and advice in a specialist technical area, within general guidelines provided by procedures and working standards.

### 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 work to complete the given work/caseload in the required timescale.</li> <li>• Assisting to prioritise a small team's work.</li> </ul>	<ul style="list-style-type: none"> <li>• Work/caseload is completed on time.</li> <li>• Solutions are available for the team, when needed.</li> <li>• Own time is well organised.</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>• Supporting and guiding less experienced staff, if required.</li> <li>• Working co-operatively, with colleagues and the team; eliciting and providing information; providing help and support.</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Producing information, designs and plans, to set guidelines in support of policies, regulations, projects and schemes.</li> <li>• Working within a framework of processes and procedures, following best practice and precedent.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is completed to given standards.</li> <li>• Practical solutions are determined.</li> <li>• Problems and opportunities are identified.</li> </ul>
<ul style="list-style-type: none"> <li>• Writing reports of work carried out, system/situation checks and amending plans where appropriate.</li> <li>• Issuing certificates, and identifying compliance against set regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are completed accurately and on time.</li> <li>• The correct format and procedures are followed.</li> <li>• Interested parties are kept aware of the situation.</li> <li>• Management is informed appropriately</li> <li>• Work objectives are achieved</li> </ul>

<ul style="list-style-type: none"> <li>• Compiling and delivering reports of completed work identifying implications and reaching conclusions.</li> <li>• Receiving and clarifying work instructions; reporting conclusions, flagging up problems.</li> </ul>	
<b>Competency measurements</b>	
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.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Obtaining, assessing and analysing information to develop technical solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant data and measurements are accurately recorded.</li> <li>• Useful analysis is produced.</li> <li>• Anomalies and similar findings are highlighted.</li> </ul>
<ul style="list-style-type: none"> <li>• Analysing, investigating and resolving problems and situations.</li> <li>• Identifying problems that cannot be resolved, and refer them.</li> </ul>	<ul style="list-style-type: none"> <li>• Problems are resolved within recognised procedures.</li> <li>• Issues are referred appropriately for resolution.</li> </ul>
<ul style="list-style-type: none"> <li>• Making recommendations for improvement.</li> <li>• Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements are identified and implemented.</li> </ul>
<b>Competency measurements</b>	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Reviewing and recording the details of allocated situations, assessing their compliance with relevant regulations and/or Council-approved plans.</li> <li>• Providing the backup data for enforcement/evidence of compliance.</li> <li>• Assisting in the planning of elements of expenditure for the team, site or projects.</li> </ul>	<ul style="list-style-type: none"> <li>• Situations are reviewed and recorded.</li> <li>• Records are made available.</li> <li>• Compliance and non-compliance are assessed.</li> <li>• Customers are kept informed.</li> <li>• Policies and procedures are applied correctly.</li> <li>• Resources are used efficiently and effectively.</li> </ul>
<b>Competency measurements</b>	
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.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Providing operational and technical advice and assistance on the application of procedures within the defined business area, to internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Informative and accurate advice is given promptly.</li> <li>• Contentious issues are referred.</li> <li>• Customers understand the responses given.</li> </ul>
<ul style="list-style-type: none"> <li>• Liaising with external stakeholder, suppliers and customers.</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>	
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 3 or 4 or equivalent, or equivalent experience or knowledge in the relevant work area.
- A registered qualification may be required.
- Knowledge of the procedures and approaches in the area and an understanding of general organisational procedures, regulations and legislation.
- Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.
- Comprehensive understanding of own work area and/or discipline.
- Knowledge of the relevant regulations and report formats.
- There is a need to understand the 'how and why', and not just the 'what'.
- Understanding of how to effectively investigate records and data to answer queries.
- Interpersonal skills.
- Drive and operate standard road vehicles in some areas.
- Ability to use relevant equipment, computers and systems effectively.
- 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](http://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.

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