



## Role Profile Description

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| <b>Date</b>    | January 2015  |
| <b>Purpose</b> | To provide technical advice and support in a particular field of expertise within a framework of programmes and objectives. |

### Your responsibilities:

| <b>Leadership (Self and Team)</b>   |   |
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| <b>Accountable For</b>  | <b>End Result</b>   |
| <ul style="list-style-type: none"> <li>• Planning, organising and prioritising own work programmes to meet given deadlines.</li> <li>• Assisting to prioritise a small team's work.</li> </ul>  | <ul style="list-style-type: none"> <li>• Own work programmes are completed on time.</li> <li>• Service Level Agreements (SLAs) are attained.</li> <li>• Solutions are available for the team, when needed.</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 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.<br>Challenge poor performance in others.   |   |

| <b>Making things happen / Delivering results</b>   |  |
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| <b>Accountable For</b>   | <b>End Result</b>  |
| <ul style="list-style-type: none"> <li>• Planning over the short- to medium-terms for own work programmes and projects.</li> <li>• Establishing priorities and scheduling them accordingly to meet given timescales, making allowances for ad hoc work interruptions.</li> </ul> | <ul style="list-style-type: none"> <li>• Work objectives are achieved</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Assessing compliance with service policies and regulatory frameworks, and enforcing/assuring their application.</li> <li>• Working within a framework of best practice and procedure, and relevant professional</li> </ul>              | <ul style="list-style-type: none"> <li>• Regulations and policies are appropriately interpreted and applied.</li> <li>• Enforcement takes place.</li> <li>• Customers are aware of their obligations and any actions needed for compliance.</li> </ul> |

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| <p>practice/standards and legislative guidelines.</p> <ul style="list-style-type: none"> <li>• Compiling and presenting/delivering reports on issues, work programmes and service initiatives.</li> <li>• Receiving and clarifying work instructions; reporting conclusions, advising on implications.</li> </ul> | <ul style="list-style-type: none"> <li>• Input to reports and ensure reports are completed on time and to set procedures.</li> <li>• There is a clear summary of issues, progress and implications.</li> <li>• Management is informed appropriately</li> <li>• Work objectives are achieved.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Acting as an 'Expert Witness' on behalf of the Service.</li> </ul>   | <ul style="list-style-type: none"> <li>• The service is appropriately represented in legal and other matters.</li> <li>• The service's reputation is safeguarded and enhanced.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Determining the data required to assess given problems; reviewing the analyses; and deriving conclusions to inform solutions.</li> </ul>   | <ul style="list-style-type: none"> <li>• Data needed is clearly defined.</li> <li>• Required data is available.</li> <li>• Useful conclusions are reached.</li> <li>• Clear options and recommendations are put forward.</li> </ul>   |
| <p><b>Competency measurements</b></p> <p>Sensitive to the impact of decisions.<br/>Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.</p>   |   |

| <b>Service Improvement and innovation</b>   |  |
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| <b>Accountable For</b>  | <b>End Result</b>  |
| <ul style="list-style-type: none"> <li>• Designing solutions to given problems/situations, planning their implementation, and managing their delivery, within a specific field of expertise.</li> <li>• Designing solutions from a theoretical base for varied problems, seeking guidance on complex issues.</li> </ul> | <ul style="list-style-type: none"> <li>• Sound, practical solutions, schemes and systems are designed.</li> <li>• Solutions are successfully implemented.</li> <li>• Professional/regulatory standards and service guidelines/procedures are met.</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>   |
| <p><b>Competency measurements</b></p> <p>Express ideas effectively and question the traditional way of doing things.<br/>Look for fresh approaches to improve service delivery.</p>   |  |

| <b>Managing resources</b>   |   |
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| <b>Accountable For</b>  | <b>End Result</b>   |
| <ul style="list-style-type: none"> <li>• Planning, organising and controlling given projects/work programmes to achieve defined targets within given budgets project scope and PIs/SLAs/measures</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>• Work is completed to set standards, Performance Indicators (PIs), specifications and guidelines.</li> <li>• Targets are achieved (technical, cost, outputs, resources).</li> <li>• Policies/contractual obligations are met.</li> <li>• Resources are used efficiently and effectively.</li> </ul> |
| <p><b>Competency measurements</b></p> <p>Methodical, accurate and well-organised and prioritise own work schedules.<br/>Keep track of spend and make sure work is approved and signed off as necessary.<br/>Maintain recognised financial and other procedures and practices.</p>                           |   |

| <b>Customer and Community focused</b>  |  |
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| <b>Accountable For</b>   | <b>End Result</b>  |
| <ul style="list-style-type: none"> <li>• Providing advice on the application of legislation, policy and principles to customers, both pro-actively and re-actively.</li> </ul> | <ul style="list-style-type: none"> <li>• Sound and constructive advice is given.</li> <li>• Input is made to service policies.</li> <li>• Concerns and benefits are identified.</li> </ul> |

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| <ul style="list-style-type: none"> <li>• Liaising with external stakeholders, 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> |
| <p><b>Competency measurements</b></p>  |  |
| <p>Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.</p> |  |

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| <p><b>Qualifications, knowledge, experience and expertise</b></p> <ul style="list-style-type: none"> <li>• Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4).</li> <li>• Registered qualification in some areas, where it is a requirement.</li> <li>• Breadth and depth of knowledge regarding the service, relevant legislation and case law.</li> <li>• Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.</li> <li>• Understanding of budget processes and organisational priorities.</li> <li>• Knowledge of inward- and outward-facing Council issues.</li> <li>• Good interpersonal skills.</li> <li>• Experience of implementing change</li> <li>• Knowledge of the standards, specifications, systems, guidelines, regulations and policies, relevant to the work.</li> <li>• Ability to tackle issues from a conceptual/theoretical base.</li> <li>• ICT competent with skills relevant to the work area</li> <li>• May use specialised software and equipment.</li> </ul> |
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## 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](http://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.

**For further information please see:-**  
**[www.cumbria](http://www.cumbria.gov.uk)**.