Role Profile

Date	**1 June 2007**
Family	**Technical**
Role Profile Level	**4A**

PURPOSE
To provide professional / technical advice and support in a particular field of expertise.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Plan and organise own work programme to meet given deadlines.	• Work programme complete on time • SLA's attained
Work - research	
Determine the data required to assess given problems, review the analyses and derive conclusions to inform solutions.	• Data needed clearly defined • Useful conclusions • Clear options & recommendations
Work – solutions	
Design solutions to problems / situations, plan their implementation and manage their delivery (within a specific field of expertise).	• Sound, practical solutions, schemes & systems • Successful implementation • Resolution of complex system, equipment & network issues • Professional / regulatory standards & department guidelines met
Operational control	
Plan, organise and control given projects / work programmes to achieve defined targets within given budgets.	• Work complete to set standards, KPI's, specifications & guidelines • Targets achieved (technical, cost, outputs, resources) • Policies / contractual obligations met
Customer service	
Provide advice on the application of policy & principles to customers, pro/re-actively.	• Sound & constructive advice • Solutions negotiated successfully • Input to Council policy • Concerns / benefits identified
Compliance	
Assess compliance with Council policy and regulatory frameworks and enforce their application.	• Regulations & policies appropriately interpreted & applied • Enforcement actioned • Customers aware of obligations & any actions needed for compliance
Reports	
Compile and present / deliver reports on issues, work programmes & Council initiatives.	• Input to / reports done on time to set procedures • Clear summary of issues, progress, & implications
People management	
Give technical guidance, support & training to team members both internal & external.	• Team technically capable • Technical work done satisfactorily

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Colleagues / team – work together, elicit and provide information, provide help and support. Team – provide technical advice and guidance, allocate work. Management – receive and clarify work instructions; report conclusions, advise on implications. Customers / clients – provide advice and support. External, stakeholders, suppliers, customers – liaise with, keep informed, explain and advise, and negotiate solutions.
Working Environment Context (physical, disagreeable, health and safety aspects)
Either mainly office based with some site visits OR mainly site based. For site, subject to inclement weather conditions but possible to take shelter. Normal hazards associated with site based operations including working in trenches, at heights up ladders, and exposure to hazardous materials (e.g. sewage, cement, asbestos, etc) but with suitable protective clothing available. Potentially confrontational situations. Some manual handling of heavy materials.
Creativity; discretion; impact: concentration
Design of solutions from a theoretical base, working within a framework of Council practice and procedure, and relevant professional practice / standards and legislative guidelines. Budgets will be defined, as will the project scope and KPI's / SLA's.
Planning requirement
Planning requirement is over the short to medium term for own work programme. Establishing priorities and scheduling accordingly to meet given timescales. Need to allow for ad-hoc work interruptions.
Key facts and figure ranges (include likely size of any team managed)
Team up to 5 Project budget can be up to £1m
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Knowledge of the standards, specifications, systems, guidelines, regulations and policies relevant to the work. Understanding of legislation and case law. Able to tackle issues from a conceptual base. Either HNC / HND with relevant experience or degree with limited experience.
Equipment operated and essential skills
Computer, systems, IT skills, specialist applications. Measurement equipment.