Glasgow Life

Role Profile Description

Date	**May 2006**
Family	**Technical Services**
Role profile Level Number	6
Reporting line (general)	
Purpose	
To provide authoritative support and advice in a technical area.	
Work area statement	
Action	**End Result**
Analysis and reporting	
Use a full understanding of a professional or specialist field to carry out detailed analysis and help assess complex situations and problems and test solutions which may not be obvious.	• Situations and are examined from a professional standpoint
Reporting	
Present results and put forward recommendations through the provision of advice, briefings, presentations or written reports, identifying gaps and sourcing information to fill these.	• Professional advice is provided in a clear and accessible format
Technical expertise	
Provide specialist professional advice and recommendations within specific professional guidelines, designing and delivering in own work or the work of the team, a variety of approaches or specialist services to quality service standards.	• Decisions are supported by professional advice.
Planning and Organising	
Lead short term projects or contribute to larger company wide or cross service projects.	• Work areas are co-ordinated and organised effectively • • Projects delivered to specification, time and cost
Resource Management	
Oversee resources and input into the resource planning processes with some responsibility for individual budgets.	• Financial resources are appropriately and effectively managed
Liaison	
Attend internal meetings and co-ordinate professional activities across a service area.	• Work area is appropriately represented

Nature of contacts and relationship (who and the nature of the communications)
Representing the service to local stakeholders, reacting to requests from Senior Managers, directing and training junior staff.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Can be site or office based – may involve inspections/visits out of normal hours.
Procedural Context (creativity, discretion, impact)
Decisions on how regulations statute should be applied will be common within broad guidelines.
Key facts and figure ranges (include likely size of any team managed)
May have an assistant working along side.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
A full understanding of a professional or specialist field is required. A professional qualification with proven applied experience.
Work knowledge
Experience of managing staff and work allocation. Experience of implementing change. Expert knowledge of processes, procedures and systems within area of operation. Knowledge of service provided in own area and service specific guidelines.
Work skills and equipment operated
Able to train others to become expert in using specialised equipment or IT applications such as Graphic Information Systems (GIS), Computer Aided Design (CAD).
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Communicating	2
2	Personal Effectiveness – Decision Making	2
3	Delivering Results – Planning	2
4	Delivering Results – Motivation	2
5	Providing Excellent Customer Service – Collaboration	2
6		
7		
8		