

Glasgow City Council

Role Profile Description

Date	February 2006
Family	Physical & Environmental Services
Role profile Level Number	7
Reporting line (general)	
Purpose	
To organise the operational management within a defined geographical area for the maintenance / repair and new build of facilities to recognised service standards and agreements.	
Work area statement	
Action	End Result
Work planning	
Plan, allocate and organise work to provide the agreed service and standards as in the programme.	• Short / medium term plans • Work allocated to teams • Work complete to programme, standards
Budgets & Plans	
Monitor and control expenditure against the allocated budget, provide information for budget and programme planning,	• Expenditure matches budget • Sound data for budget / programme plans
Resources	
Identify, secure and deploy the resources needed to meet programme demands in accordance with GCC procedures & policy.	• Resource requests submitted • Resources effectively deployed • GCC procedures complied with
People management	
Lead, develop, motivate and manage the performance of a team of staff.	• Skilled & knowledgeable team members capable of achieving the required performance • Achievement of work objectives • Disciplinary actions taken within GCC policy and procedure
Service improvement	
Identify opportunities for improving the service efficiency and effectiveness, and for securing additional income & funding.	• Proposals for service improvement • Proposals for new income sources • Agreed changes implemented
Advice and guidance	
Respond to requests for information & advice, and deal with issues from the public, elected Members, agencies, etc.	• Accurate and relevant information / advice given in reasonable time. • Complaints resolved within GCC guidelines • Situations satisfactorily addressed
Compliance – contract, H&S, regulatory	
Implement and monitor established compliance procedures for the assigned unit.	• Compliance with regulations • Health and safety procedures understood and implemented • Incidents reported & actioned • Staff awareness • Staff have relevant accreditation

Nature of contacts and relationship (who and the nature of the communications)		
Workforce – motivate, mentor, develop. Public – deal with requests for information, complaints. Elected members – provide information, resolve concerns & complaints. Agencies – resolve problems, negotiate solutions.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Mainly office based, with external visits to site.		
Procedural Context (creativity, discretion, impact)		
Given budget and forward work programme, monitored & reported on monthly.		
Key facts and figure ranges (include likely size of any team managed)		
Staff – 100-500. Budget - £1m + (- £5m approx).		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Member of relevant professional institute or body desirable, recognised management qualification essential.		
Work knowledge		
Relevant legislation; GCC policy framework, Standing Orders .		
Work skills and equipment operated		
Laptop.		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness - Decision making	2
2	Personal Effectiveness - Influencing	2
3	Personal Effectiveness - Communicating	2
4	Providing Excellent Customer Service - Forward thinking	2
5	Providing Excellent Customer Service - Customer orientation	2
6	Managing Change - Planning and delivering change	2
7		
8		