Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**Technical Services**
Role profile Level Number	2
Reporting line (general)	
Purpose	
To support technical and specialised processes and deliver basic technical services.	
Work area statement	
Action	**End Result**
Technical expertise	
Follow a clear brief supplied by others to construct/set up basic equipment, carry out routine maintenance/basic routine technical or regulatory service and be responsible for day to day operation.	• Technical and professional equipment is available for use by others
Equipment	
Operate machinery and equipment, carry out basic inspections and equipment maintenance according to instructions.	• Appropriate tools and equipment are used and facilities and equipment are maintained and ready for safe use
Stock Control	
Monitor levels of stocks/stores of basic equipment and supplies following ordering procedures to ensure adequate resources are available.	• Equipment and consumables are available and ready for use when required
Analysis and reporting	
Prepare and carry out straightforward tests and inspections following established routines under minimal direct supervision, interpret results and present findings accurately.	• Tests and inspections are undertaken accurately
Service delivery	
Carry out a range of tasks within established routines and with minimal direct supervision. Plan and prioritise own work schedule and refer to supervisor for non standard work.	• The work is carried out in a well planned and structured way • Routine work problems are resolved independently referring more complex problems to a supervisor
People Management	
Provide standard guidance and advice in own area in the use of equipment and techniques.	• Colleagues are informed about the use of equipment and techniques.
Liaison	
Communicate with service users and maintain a network of contacts to liaise with on operational issues.	• Information channels exist to facilitate the work of the unit.

Nature of contacts and relationship (who and the nature of the communications)
Receiving instructions from Supervisor and information from the public.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
May involve working outdoors in activities with a formal Health and Safety Framework. Responsible for using equipment safely and the use of work specific chemicals.
Procedural Context (creativity, discretion, impact)
May involve acting on own initiative to make situations safe – i.e. replacing missing equipment
Key facts and figure ranges (include likely size of any team managed)
No supervisory responsibility.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Basic literacy required.
Work knowledge
Ability to undertake straightforward practical tasks in the area, to set up and use technical equipment and relevant chemicals.
Work skills and equipment operated
Ability to use equipment and specific IT applications appropriate to the job.
Key Competency Requirement

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