Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**Technical Services**
Role profile Level Number	3
Reporting line (general)	
Purpose	
To deliver basic technical services in a defined specialised work area.	
Work area statement	
Action	**End Result**
Technical expertise	
Use specialised technical knowledge or experience in own area to provide a service to customer/client/service requirements.	• Technically or professionally competent service is delivered
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 a range of specialised tests and inspections. Analyse and contribute to the interpretation of results, ensuring accurate completion of documents, records and reports.	• A range of tests and inspections are undertaken and used appropriately • 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 guidance and advice in own area in the use of equipment and techniques to improve the capability of colleagues.	• Colleagues are informed about the use of equipment and techniques. • Knowledge and capability of colleagues is improved.
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)
Receive instructions from Line management and to exchange information with service users.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Normally Office or facility based. 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)
As technical practitioner will act on own initiative to resolve general technical issues arising.
Key facts and figure ranges (include likely size of any team managed)
No direct supervisory responsibility but will oversee technical aspects of work undertaken in work area.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
A technical qualification would provide sound practical subject knowledge or maybe undergoing professional training. Some technical areas may be learnt only from extensive on the job experience.
Work knowledge
Ability to undertake a range of straightforward practical procedures in the area and some complex activities. Set up and use technical equipment and relevant chemicals.
Work skills and equipment operated
Ability to use specialised equipment or IT applications such as Graphic Information Systems (GIS), Computer Aided Design (CAD).
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		