Glasgow City Council

Role Profile Description

Date	**May 2006**
Family	**Technical Services**
Role profile Level Number	5
Reporting line (general)	
Purpose	
To provide advanced technical or authoritative advice expertise in a defined specialised work area.	
Work area statement	
Action	**End Result**
Technical expertise	
Use a full understanding of a broad and/or complex technical field or a professional area to interpret and meet customer/client/service requirements.	• Technically or professionally competent service is delivered
Analysis and reporting	
Analyse and interpret situations and results having responsibility for accurate completion of documents, records and reports.	• Situations and inspections are examined from a professional or senior technical standpoint leading to decisions or recommendations
Planning and Organising	
Plan and organise to ensure that different aspects of work are carried out, organising short or medium term changes in own work area.	• Work areas are co-ordinated and planned and organised effectively
Resource Management	
Oversee resources and set and monitor the use of relevant budgets and maintain appropriate records.	• Objectives are achieved with operational and cost efficiency and resources are monitored and used appropriately
People Management	
Prepare work rotas and activity scheduling in own work area and/or manage day to day running of work area/project. Train and provide technical supervision to junior staff and supervise non-technical staff.	• Work is scheduled and colleagues are developed in the use of new equipment and techniques.
Liaison	
Attend internal and external meetings and co-ordinate technical activities.	• Work area is appropriately represented

Nature of contacts and relationship (who and the nature of the communications)
Respond to enquiries from the public and from elected members and confirm service standards and requirements with external service providers.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Generally office based – work is generally scheduled well in advance.
Procedural Context (creativity, discretion, impact)
Technical design and specifications decisions.
Key facts and figure ranges (include likely size of any team managed)
Train and provide technical supervision to junior staff and supervise non-technical staff (no more than five at any one time).
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Advanced technical or basic professional qualification.
Work knowledge
Experience of supervising staff and work allocation. Experience of implementing change. Full working 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
Expert in use of 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	Leadership – Provides Support	2
7		
8		