

Glasgow Life

Role Profile Description

Date	May 2006
Family	Technical Services
Role profile Level Number	4
Reporting line (general)	
Purpose	
To provide technical expertise in a defined technical work area and supervise day to day activities of a small team.	
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.	<ul style="list-style-type: none"> Technically or professionally competent service is delivered
Equipment	
Ensure that equipment is maintained, serviced and repaired as required.	<ul style="list-style-type: none"> Equipment and work area are ready for use when required
Stock Control	
Ensure that current and future stock requirements are maintained within pre-set limits.	<ul style="list-style-type: none"> Consumables are available ready for use when required
Analysis and Reporting	
Apply a detailed understanding of specialised techniques to carry out a range of tests and inspections. Analyse and contribute to the interpretation of results, ensuring accurate completion of documents, records and reports.	<ul style="list-style-type: none"> A range of tests and inspections are undertaken and used appropriately
Planning and Organising	
Plan and organise a range of specialist technical support tasks, adapting and refining work practices in own work area.	<ul style="list-style-type: none"> Work is planned and organised effectively
Resource Management	
Deploy assigned small scale resources towards defined objectives within defined limits and ensure that finances and other resources are monitored.	<ul style="list-style-type: none"> Objectives are achieved with operational and cost efficiency
People Management	
Prepare work rotas and activity scheduling in own work area and may plan and oversee day to day running of small work area/project. Train and provide technical supervision to junior staff.	<ul style="list-style-type: none"> Work is scheduled and colleagues are developed in the use of new equipment and techniques.
Liaison	
Communicate and liaise with users of technical services and attend meetings as requested to represent the unit.	<ul style="list-style-type: none"> Information channels are developed to promote and 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 and participate in working groups.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Normally Office or facility based and work may involve occasional outside working.		
Procedural Context (creativity, discretion, impact)		
May be involved in making recommendations on design solutions.		
Key facts and figure ranges (include likely size of any team managed)		
May be involved in supervising other project staff working in areas of own expertise on specific tasks.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
A technical qualification would provide sound practical subject knowledge or undergoing professional training.		
Work knowledge		
Sound practical knowledge.		
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	Providing Excellent Customer Service – Collaboration	1
6	Leadership – Provides Support	1
7		
8		