Wolverhampton City Council
Role Profile Description
TE35A

Date	**December 2011**
Family	**Technical**
Role Profile Level Number	**35A**
Purpose	
To provide technical/professional support and advice in a particular discipline.	
Role Accountability	**End Result**
Planning	
Plan and organise own work to meet set deadlines and input to plans/budgets for work programmes.	• Project/service delivered on time • Targets and objectives and, where appropriate, SLAs met • Recommendations made within their technical discipline enabling decision making
Work - Information	
Obtain, assess and analyse difficult information to carry out technical work to resolve and/or refer appropriately.	• Data accurately recorded • Analysis and conclusions to assist own decision making • Service standards are maintain, anomalies identified and resolved where appropriate
Work - Solutions	
Contribute to the design of and deliver individual projects, programs; and resolution of complex situations and plan their implementation and manage their delivery.	• Practical, effective projects/programs solutions delivered • Specifications/standards achieved • Difficult decisions resolved • Complex decisions escalated
Work - Support	
Maintain equipment, systems and processes, including databases and provide technical support/advice on	• Informed decision making enabled • Accurate data available • Some users appropriately trained

their use/application.	and major problems escalated
Service Delivery	
Provide complex technical advice/information/guidance to internal/external clients.	• Specialist advice delivered • Input provided to the appropriate policy proposals
Compliance	
Assess and ensure compliance with appropriate policies/regulations and standards	• Regulations complied with appropriately • Technical/operational risks managed. • Clients aware of obligations, actions needed to comply and consequences of non compliance
Reports	
Compile and deliver/distribute reports of work/projects undertaken, conclusions and recommendations in self-generated or pre-set formats.	• Accurate reports delivered on time • Issues clearly summarised, progress and implications reported
People Management	
Give technical guidance, support to team members, internal and external.	• Team's technical competence and objectives supported
Resources	
May be responsible for appropriate use and security of relevant equipment.	• Equipment used appropriately in accordance with Council procedures

Nature of Contacts and Relationship (who and the nature of the communications)

- Limited contact with members
- Other departments internally and externally, and may be first point of contact with the public, to provide advice and guidance
- Some contact with statutory bodies to gather data or information as a basis for specialised technical, advice and guidance
- Some work with contractors may be required to ensure delivery

Working Environment Context (disruption, physical, disagreeable, health and safety aspects)

- Some unsocial hours to deal with issues, emergencies or disasters
- Some office based, and on multi-site. Some work may occur off site and may require wearing of safety equipment
- Possible confrontational situations with members of the public/customers
- Some pressure to meet deadlines

Procedural Context (creativity, discretion, impact, concentration)

- Produce solutions and respond independently to difficult problems and analysis of complex information, within procedure. May seek advice from Manager on serious problems.
- Determines how to meet objectives rather than follow set procedures May have some impact internally and externally and take time/effort/trouble to remedy
- Periods of concentration when gathering, analysing the information for resolution of issues and/or producing reports

Planning Requirement

- Will be responsible for monitoring project/s and programmes of work and will report progress and issues in a timely manner
- Has broad freedom to operate within the agreed service plan Decide when and how work is carried out.

Key Facts and Figure Ranges (include likely size of any team managed)

- No formal management or budgetary responsibility
- May handle small amounts of cash or larger amounts in non-cash items

Skills, Knowledge and Qualifications

- Technical ability and/or working towards a specialised vocational qualification and/or appropriate technical qualification – or relevant knowledge and experience
- May need up-to-date knowledge of legislation and standards affecting own area of work, and good knowledge of Council services and operations

Equipment Operated and Essential Skills