



Role Profile Description

Date	January 2015
Purpose	To effectively deliver the security and operation of specific local activities in a service area.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> • Prioritising own activities within a series of allocated tasks. 	<ul style="list-style-type: none"> • Tasks and duties are completed and delivered as instructed and delivered on time and to the required quality. • The team plan is met.
<ul style="list-style-type: none"> • Assisting in allocating team's work. • Exchanging information with colleagues and managers. • Liaising with sub-contractors so work is carried out as specified. • Contributing to team-working. • Supporting and guiding less experienced staff, if required. 	<ul style="list-style-type: none"> • Teamwork is effective. • Colleagues are supported.
Competency measurement	
Clarify what is personally required to do the job well and take pride in own work. Accept feedback to improve effectiveness.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> • Planning and prioritising the work activities, through a broad procedural framework, with established work methods, so they are completed in line with the needs of service. 	<ul style="list-style-type: none"> • Work is completed on time and to correct standards. • Changes in circumstances are allowed for. • Value-for-money in the service area is ensured. • Emergency cover is provided, where necessary.
<ul style="list-style-type: none"> • Forward planning (medium term) for routine work to ensure the activities are delivered to the appropriate standards. 	<ul style="list-style-type: none"> • The activities are delivered to relevant standards.
<ul style="list-style-type: none"> • Monitoring and controlling work to be completed to the set standards and specification and within budget. • Identifying issues and, where appropriate, remedying or escalating them. 	<ul style="list-style-type: none"> • Work is completed to the applicable standards. • Work is carried out in a timely manner. • Costs are kept within budget. • Service is delivered to relevant standards.

<ul style="list-style-type: none"> • Co-ordinating and monitoring the service area activities to ensure service delivery to the relevant standards. • Identifying issues and, where appropriate, carrying out any remedial work to ensure service delivery. 	<ul style="list-style-type: none"> • Service is delivered to the relevant standards. • Improvements to service delivery are made. • Appropriate remedial work is carried out and, where necessary, recommendations for specific sub-contractors are made. • Changes to service delivery are achieved within appropriate timescales.
Competency measurements	
Check facts and consider options before deciding on how best to do own job. Report repeated problems, waste and inefficiency.	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> • Making recommendations for improvement. • Cooperating with change. 	<ul style="list-style-type: none"> • Improvements are identified and implemented.
<ul style="list-style-type: none"> • Adapting and modifying the programmes to suit the particular circumstances, including changes to the resources/ equipment available. 	<ul style="list-style-type: none"> • Work is completed on time, to budget and to correct standards.
Competency measurements	
Open-minded about new ways of working and committed to make improvements.	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> • Identifying, requesting, organising and using the resources, equipment and vehicles necessary for service delivery. 	<ul style="list-style-type: none"> • The correct equipment/materials and/or services are available when needed. • There are sufficient resources on site for work. • Service users' needs are met.
<ul style="list-style-type: none"> • Completing the work to ensure compliance with the relevant regulations and procedures, this may involve the testing of relevant equipment to ensure safe usage. • Adhering to Health and Safety procedures. 	<ul style="list-style-type: none"> • Material and equipment is used safely. • The relevant regulations and Service procedures are complied with. • Any risk to service users is minimised. • Service is delivered safely.
<ul style="list-style-type: none"> • Key-holding responsibilities for building(s) in nominated service delivery area. 	<ul style="list-style-type: none"> • Premises are opened/closed on time and are secure.
<ul style="list-style-type: none"> • Maintaining accurate relevant records in accordance with procedures. • Collating data for reports, as directed. 	<ul style="list-style-type: none"> • All necessary records are complete and accurate. • Key issues are flagged. • Data is provided for reports in a timely manner. • Procedures are complied with.
<ul style="list-style-type: none"> • Making sure resources are used efficiently. • Taking receipt of deliveries from suppliers/contractors. • Handling small amounts of cash. 	<ul style="list-style-type: none"> • Resources are used efficiently.
Competency measurements	
Understand that all actions have a cost so use resources efficiently.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> • Working with service users/stakeholders to identify and resolve any problems so work can progress satisfactorily. 	<ul style="list-style-type: none"> • Initial action/response is taken to address problems. • Line management is promptly made aware of issues.
Competency measurements	

Respond to customer needs; deal with customers in a courteous, timely and professional manner.

Qualifications, knowledge, experience and expertise

- Relevant qualification, equivalent experience or knowledge in the service work area.
- Understand relevant procedures and practices.
- Literate and numerate.
- Committed to ongoing personal development.
- Thorough understanding of service delivery area.
- Working knowledge of materials/equipment/services (used in the work situations), their safe use and application circumstances.
- Planning capability to prepare work programmes and control expenditure.
- Knowledge of Health and Safety procedures, including, where appropriate, how to use a variety of materials and equipment.
- Hold relevant licences; appropriate driving skills.

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:- www.cumbria.



Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

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