



# Role Profile

## Performance and Standards Officer

Reference No.	A5249	Type	Individual
Service	Environment & Building Services		
Job Family	Admin and Clerical	Grade	FC6

### Purpose

To be responsible for the provision of effective operational delivery and management of service standards. Manage, control and co-ordination of Service information and controlling business processes supporting front-line Service delivery. Provide a customer-oriented approach with the emphasis on excellent customer care and a service which is responsive to customer needs,

Provide comprehensive professional support within the Service and Directorate.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Organising and controlling performance and standard processes in relation to operational delivery. Facilitating and managing audit process including material demands management, fleet resource management, income generation, data capture and systems. Analysis of business information and supervision of staff within related Services teams.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

Educated to SCQF level 6, which includes Highers or SVQ level 3 in Business Admin, Construction or Environment

Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent

Environmental Qualification or relevant experience

**E**   **D**

✓

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	Administration Qualification or relevant experience <a href="http://www.scqf.org.uk/framework-diagram">www.scqf.org.uk/framework-diagram</a>		✓
	Knowledge of construction training needs or Purchasing requirements of a construction organisation. Income monitoring and the principals of job requirements (Deliver Results – See How We Work Matters Framework)	✓	
	Knowledge of construction maintenance requirements		
Co-ordinate and manage the recruitment of staff including Casual/Seasonal recruitment campaigns	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands	✓	
Reviewing processes and make recommendations for necessary service improvements.	People Management Skills	✓	
Representing own functions across services and external partners at an operational level.	Knowledge and experience of transport/fleet reporting procedures	✓	
Carrying out risk assessments, COSHH assessments, manual handling assessments, ensuring accident reporting is done in line with procedures and assisting in accident investigations and ensuring compliance with Health and Safety policy.	Report writing	✓	
	Experience in Health and Safety environment		✓
Providing advice on material requirements, telemetry deployment, telematics management/reporting, income/expenditure recovery SLA non-compliance and Service standards.	Considerable experience of working in a construction, environment, or relevant public sector	✓	
Managing the fleet and resourcing, reconciling use against usage, including monitoring accident reporting, insurance claims etc.			
Producing bespoke and complex reports when required.	Analytical skills	✓	

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Communicating, distributing and liaising with Council Departments, suppliers/contractors, internal service providers, other local authorities, colleges and relevant external agencies and organisations.	IT skills (Embrace technology and information) Report Writing/Presentation Ability	✓	✓
Interpreting and reporting performance information through comparative reports, providing meaningful performance analysis, using trend data and performance against targets.	Analytical and problem-solving skills.	✓ ✓	
Managing personnel in the facility in accordance Council Policy for such procedures as Attendance Management, Contribution Management for Apprenticeship development	Rational/methodical approach to problem solving Ability to work to deadlines Good time management	✓ ✓ ✓	
Controlling and maintaining a comprehensive asset management system that meets all legal requirements for efficient equipment provision and maintenance.	Experience of Construction Materials and demands, Construction job requirements and sub-contractor monitoring		✓
Managing financial processes for Audit purposes	Experience of financial systems		
Monitoring service specific budget costs such as materials, stock, sub-contractors, fleet and plant requirements and provide detailed financial reports broken down in appropriate format as required.	Developing Apprenticeships in a public sector environment and using Operational Systems		✓
Developing and maintaining systems specifically in relation to storage, movement and delivery of materials, machinery, building maintenance and geographic information system updates	Knowledge of external hardware and software requirement for the control of fleet, plant and equipment in a construction organisation Knowledge of purchasing/ordering/invoicing	✓	✓
Manage Audit process requirements for all parts of the business ensuring they are met both internally and by supporting services in purchasing, material management, income recovery and billing transactions.	Communication Skills (Take ownership) Experience and ability to carry out audits and periodic checks Ability to plan work	✓ ✓ ✓	

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Assisting in the Management of Health & Safety Standards			
Monitoring and Identifying the Training and Development of Staff. Contributing to the development and deployment of staff including 'Train The Trainer' programme	Motivational skills	✓	
Ensuring Business Support update and maintain relevant training records that are current.	Knowledge in recording personal data		✓
Co-operating with the introduction of new procedures and/or new equipment technology.	Flexible approach to working	✓	
Ensuring excellent Customer Care Standards and Commitment is evident at all times	Enthusiastic and committed to continuous improvement	✓	
Carrying out customer surveys, investigating and resolving complaints, and respond to FOI enquiries	Positive attitude towards customer care (Focus on customers)	✓	
Controlling and monitoring communications with external bodies and maintenance of regulatory requirements for national testing e.g. PA1, PA6 chemical application	Experience of managing conflict and dealing with complaints and request enquiries (Take ownership)	✓	
Using Microsoft and internal applications to ensure correct recording/reporting, programming is clear and concise for analysis of multiple levels within the organisation.	Knowledge of industry standards	✓	
	Experience of IT systems	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this job may also require you to undertake the following:

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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results