

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT10-2258	Grade J
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Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area

Grade J posts are higher in 'Contacts & Relationships' with the requirement to resolve complex and contentious situations with a variety of stakeholders, and often conflicting priorities compared with grade I posts. These posts are also higher in 'Knowledge & Skills' as they require a relevant degree/ professional qualification but postholders may not have the practical experience of applying the skills obtained through study.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related systems
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences. Experience of representing the work area externally Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences. Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations Proven ability to conduct formal interviews and / or take legal statements Proven ability to build and maintain effective working relationships at all levels. Good literacy, numeracy and report writing skills Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved. Project management skills and experience Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Represent the council at inquiries / court etc to present evidence. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required Issue licences / registrations or other authorisations Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.

Factor	Relevant Job Information
	<p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Contacts will include: Senior managers, leadership team, councillors, external bodies and partners.</p> <p>Support others in their development including external organisations / customers where appropriate</p> <p>Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.</p> <p>May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence</p> <p>Build and maintain effective working relationships at all levels.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Determine the data and tools /techniques required as appropriate to the area of responsibility.</p> <p>Plan and carry out tests / inspections / surveys /assessments / evaluations / audits. Identify issues, resolve straightforward ones, and escalate more complex ones as necessary.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records / information / evidence are managed correctly.</p> <p>Assess situations/ information / cases. Develop and recommend solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made.</p> <p>Research and evaluate current issues, developments, good practice and legislation changes in work area.</p> <p>Prepare and distribute reports /recommendations / responses / results / other information / documentation as required</p> <p>Respond to and investigate enquiries / complaints</p> <p>Represent specialist area internally and / or externally to put Council view and respond to enquiries. Liaise with other organisations / stakeholders to share information.</p> <p>Support the preparation of tenders and contracts.</p> <p>Support the award and monitoring of grants by the council.</p> <p>Assist with the preparation and submission of bids for short and long term funding.</p> <p>Ensure all financial transactions are processed and reconciled correctly.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .

Factor	Relevant Job Information
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Skilled Tradesperson	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT10-2258	Grade J
Number of posts:	25-30	
Service/Team:	Property Repairs & Maintenance Team	
Reports to:	Direct Works Team Leader	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

The Property Repairs & Maintenance Team is part of the Housing Service delivering responsive and planned maintenance and the voids service to council housing assets. The team also delivers maintenance services to General Fund and third parties. The service covers approximately 5,400 properties across the county with the majority in the south of the county. Maintenance budgets for the housing assets for revenue and capital are approximately £6m and £15m respectively.

The overall purpose of the service/function are:

- To efficiently maintain and improve the compliance, safety and condition of the housing stock, garages and other associated buildings.
- To survey and undertake the necessary works to void properties to ensure they can be re-let as quickly as possible in a safe, clean and habitable condition.

Job Purpose

Based on their professional discipline the Skilled Tradesperson will identify technical solutions and deliver compliance, repair and maintenance works to occupied and void housing assets. The role will work closely with all parts of the housing service to maximise productivity and provide an efficient, right-first-time service. The role also requires a strong customer satisfaction ethic working in people's homes.

The trades and activities provided by the service include:

- Carpentry
- Plumbing
- Decorating
- Bricklaying
- Plastering
- Drainage
- Ground Works
- Roofing & Lead Works

Specific duties and responsibilities include:

Leadership and Management

- Provide education, guidance and mentoring to semi-skilled operatives and apprentices, supervising their works for quality, cost and suitability.
- Support operatives to ensure they have the right training, skills, materials and equipment to complete jobs safely and efficiently and to progress with achieving qualifications to progress in the career step to Skilled Tradesperson.
- Promote and lead a "Safety First" culture ensuring that customer and employee safety is the focus for all works, and ensuring semi-skilled operatives and apprentices carry out their duties accordingly and in adherence to the relevant risk assessment.

Strategy, Planning and Policy

- Ensure all works are undertaken in line with relevant council policies and procedures, and meet all compliance and Health & Safety standards in delivering and supervising works.
- Support established agreed standards working with customer groups as required to deliver and excellent service.
- Survey and identify multi-trade solutions to complex repair and maintenance issues.
- Explore, develop and lead innovations and improvements to the repairs service.

Service Delivery

- Provide technical solutions to complex issues and deliver repair and maintenance works within the professional discipline.
- Provide a range of multi-skilled repair and maintenance works outside of the professional discipline.
- Deliver project works across multi-skilled disciplines.
- To deliver or liaise with other parts of the service to ensure delivery of additional repairs identified during scheduled visits to properties.
- Proactively respond to and resolve customer complaints.

- Engage customers and help educate on areas of good domestic maintenance practice including energy efficiency and behaviours, preventing and managing damp, safety in the home and other key areas.
- Work with managers and others to review service delivery and promote the development and continuous improvement of all maintenance services.
- Check on work standards delivered by those working towards their qualifications to make a career step or those on apprenticeships during progress of works.
- Use mobile digital solutions (PDAs, tablets) effectively and assist others in this where needed.

Data Management

- Maintain detailed and accurate records of the maintenance and condition of assets.
- Record accurate data for timekeeping and the timekeeping of others.
- Support and input to the Stores database ensuring detail is clear for audit purposes.

Contract Management

- Ensure that maintenance works meet all required standards of performance contractually.
- Manage overall budgetary control for responsive and void repairs in their remit.
- Work with material suppliers and subcontractors to provide the right resources when needed and address any operational issues.

General

- Follow and promote good practice in all areas of work and supervision in respect of Health & Safety and compliance, including encouraging and educating customers.
- To take responsibility for own personal development, updating knowledge of changes in legislation, best practice and other developments relevant to the post holders service and which affect the wider business.

Specific requirements for this post:

- Driving License.
- Depending on professional discipline, to participate in the service-wide rota for 24/7 Out-Of-Hours Emergency Repairs for which additional payment will be made.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- High level qualification in a building construction trade or equivalent in-depth experience and skills
- Experience of building repair identification, specification and management.
- Experience of management of specifications
- Proven experience of guiding lesser skilled operatives to deliver repairs services.

- Good knowledge of building services and regulations relating to housing management/maintenance contracts
- Proven adherence to health and safety within a maintenance environment.
- Good ICT skills including the use of Microsoft applications and housing management and maintenance systems including 1st Touch
- Proven communication skills both verbal and written including the ability to deal with tenants and be customer focussed
- Proven ability to lead contractors and issue site instructions and maintain effective working relationships
- Proven experience of specifying materials and plant and negotiating with suppliers accordingly.
- Sound communication, interpersonal skills and presentation skills. Proven ability to understand and explain sometimes complex technical / professional issues to a range of audiences.
- Analysis skills to contribute towards the diagnosis of complex maintenance problems/issues and the identification of technical solutions/recommendations.
- Proven ability to diagnose technical problems and defects in relation to building and construction repair work
- Proven Experience of carrying out dynamic risk assessments for safe delivery of repairs.
- Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.

Desirable

- Qualification related to project planning and delivery
- Professional technical membership

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In</p>	<input type="checkbox"/>

<p>addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input checked="" type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
<p>This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check</p>	<input type="checkbox"/>
<p>This role is not subject to a BPSS check</p>	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2*. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).</p>	<input type="checkbox"/>
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3*(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

Safeguarding	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>