

## ROLE PROFILE

<b>Job family</b>	<b>Regulation &amp; Technical</b>	<b>Role profile number</b>	<b>RT08-0816</b>	<b>Grade H</b>
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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 H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

<b>Factor</b>	<b>Relevant Job Information</b>
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	HNC or NVQ level 4 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on-the-job which demonstrates ability to undertake and develop within the role An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analysis and presentation of information Experience in the use of specialist equipment / systems / techniques relevant to the role Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner Ability to draft up technical reports and draw conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Provide evidence and documentation for the council at inquiries / court etc. 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	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.

Factor	Relevant Job Information
	<p>Contacts will include: colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p> <p>Liaise with external agencies to exchange information. Communicate changes in policy and working practice to contacts.</p> <p>May involve contact with solicitors / court officials</p>
Decisions – Discretion & Consequences	<p>Work is carried out following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system</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><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Technical Officer	
<b>Role profile family:</b>	Regulation & Technical	
<b>Role profile number and grade:</b>	RT08-0816	Grade H
<b>Number of posts:</b>	3	
<b>Service/Team:</b>	Highway Operations – Technical Team	
<b>Reports to:</b>	Technical Team Manager	

### 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 Highway Operations service manages a disparate range of statutory, regulatory and discretionary services. The service provides an enabling agenda for Town and Parishes and a regulating function across the various service teams carrying out the statutory and discretionary functions.

The service works closely with Town & Parish councils and area boards to tailor and develop services to meet the local community needs, which generates significant internal/external pressures whilst meeting statutory obligations where the outcomes has the potential to generate conflict and/or political intervention and has significant resource implications.

The Technical Team provides the Council's adoption of public open spaces, amenity land, equipped play and facilities. Responsible for GIS layer and technical data administration for amenity land and service delegation management.

The management of closed church yards, allotments, cemeteries, dropped kerbs and the dog warden services.

## Job Purpose

These roles require the officers to work on their own initiative using their practical experience and be able to develop creative responses to deliver the Council's green infrastructure requirements. They are outwardly facing, dealing with Town and Parish Councils, Area Boards, Community Groups and the public ensuring that the County get maximum impact from planning gains and that this is sustainable.

The roles are required to undertake inspections of green infrastructure either provided via planning or other sources to ensure they are ready for adoption by the Council or others, inspect and risk assess tombs/grave stones for public safety and when required close areas. In all circumstances the postholders would then have to arrange remedial works/actions.

Specific duties and responsibilities include:

Monitor preparation of public open spaces, amenity Land for adoption and liaise with developers, investigate complaints (from public, members, Town/Parish Councils with regard provision, timing, funding) and initiate remedial action. Research and analyse green infrastructure (amenity land) provision across Wiltshire, undertake surveys of green infrastructure assessing the quality and quantity of assets.

Devise and implement robust briefs/audit procedures to defend decisions if challenged by developers at a planning enquiry. Using knowledge of the council's planning policy and the Green Infrastructure requirements and local community plans. These would then be used as written submissions to the planning inspector.

Undertake risk assessment and audits of provision against provision agreements to ensure service standards and safe environment are maintained for the Councils pre adoption public open space and amenity land, open churchyards and cemeteries and instigate remedial action to rectify any deficiencies.

Liaise with developers and monitor their progress in preparing land for adoption by the Council. This will include interpreting agreed plans and specifications to ensure that the developer complies with their requirements; this can include the development of innovative/creative solutions to meet the Councils strategic plan, whilst allowing the developer a practical scheme. Ensure that adoption sites are provided at the required standards prior to adoption and sign off.

Manage the Council's contact with the Parochial Church Council's in Wiltshire for Closed (transferring and transferred) churchyards. Dealing with requests for transfer and then requests for works within the churchyards. Investigate all options to mitigate the need for adoption, ultimately taking a risk management approach for the sustainable delivery of closed churchyards.

The Council is responsible thousands of memorials in its cemeteries and graveyards. The post holder will be responsible for spot checking the work of contractors in the cemeteries and for the routine inspection/testing of monuments in the closed churchyards. Carry out annual Risk Assessments on all Closed Churchyards under the Councils responsibility. Identifying works and acting as client for repairs by researching, identifying owner of graves or authority, obtain a faculty from Diocesan (planning permission) and liaise with the Parochial Church council if required.

This will involve publicising the proposed testing, liaising with the church authorities, visual inspection of monuments, physical testing of monuments, making safe dangerous monuments. Investigate, analyse and prepare instructions and briefs to service providers for remedial work required to rectify service failures, recommending remedies to ensure failures do not re-occur. Failures arise from collapsed tombs, maintenance standards, funding applications and health and safety exposure. Remedies have to be innovative and reduce the Council's exposure to risk whilst meeting statutory obligations. Notifying owners/contractors/church authorities of defects and follow up site meetings/inspections to ensure defects are rectified.

Proactively monitor Section 106 contribution trigger points on new developments to ensure that the Council receives money due from developers. Ensure that the S106 database accounts for all monies, reported on and distributed in line with the S106 agreements.

Identify and progress eligible Parish Council schemes for developer Section 106 Open Space contributions, checking schemes legal/policy compliance and technical feasibility, approving schemes to proceed and approving the release of funds to Parish Councils on completion of the scheme.

Establish a programme of schemes to provide additional Public Open Space, following discussion with Parish Councils, Members and professional officers, to be funded by offsite developer contribution in Section 106 Agreements, ensuring that applications match the Council's overall aims and meet the local need. Liaise with applicants and area boards, discuss and negotiate relevance of schemes and funding required available, approve or refuse applicants request for funding to implement identified schemes, once funding has been received by the Council from developers. Balance various applications for the same funding and recommend which to approve.

To act as the Council's War Memorials, War Graves Officer and Closed Churchyards Officer. Creating, organising, overseeing, supervising War Memorials register and surveys. Responsible for researching, compiling and maintaining a register of all War Memorials, recording the inscription, condition and ownership. To offer a local source of information on our war memorial heritage and act as the first point of contact for public enquiries, work with volunteer groups. Creating a database of War Memorials by liaising with Commonwealth War Graves Commission and acting as first point of contact for the Council

Acting as the Council's Burials Officer authorising all interments under the general powers and provisions of the Local Government Act 1972 and the Local Authorities' Cemetery Order 1977. Attend in formal wear, taking immediate action to adapt to changes within a framework to minimise disruption and maintain the safety of the public. Instruct grounds maintenance staff; liaise with funeral professionals to provide a seamless, efficient and sensitive funeral service to meet the needs of the bereaved, work flexibly to meet demands for occasional weekend funerals

Administers the delegating services to third parties, responsible for interpreting the legal documents/specification, (agree transfer terms, budget allocation, negotiate with contractors ensuring that the council's policy is achieved) monitoring the third parties work for compliance, chairs meetings with third party service providers, liaising/negotiates with Parish Councils to discuss the service levels and any issues about quality, enforce remedial action or clear payments for the service provided.

The post holder is responsible for ensuring that the Council's contractors deliver the agreed service levels in the Council's cemeteries, closed churchyards and allotments. This includes interpreting legal

Contract documentation/ specifications, monitoring performance, developing inspection regimes and reporting mechanisms and taking the required actions as per contracts.

The post holder will set up, lead, research Friends Groups for all Closed Churchyards and War Memorials and Commonwealth Graves, research and guide and enable innovative schemes to undertake restoration and maintenance work without a budget. Apply for appropriate grants and source funding from The War Memorials Trust, the Commonwealth Graves Commission or any other relevant body.

Maintain accurate records, prepare reports and compile statistics on the outcomes of the service monitoring

Deal with service complaints both in writing and in person on site.

## Person Specification

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

### Essential

- HNC/NVQ level 4 in a technical discipline (Engineering/Planning/Environment)
- Experience working in a technical office or working in an operational environment
- Interpreting construction site plans and specifications and practically applying solutions to construction problems.
- Excellent diplomacy and tact when dealing with the public and service providers.
- Excellent literate/numerate and computer skills
- Knowledge of Health and Safety Law and experience of undertaking risk assessments
- Good communicator and negotiation skills.
- Committed, conscientious, proactive and resourceful.
- Accurate & organised worker, with the ability to prioritise.
- Experience of initiating, accepting & introduce change, being flexibility towards others & circumstances.
- Ability analyse issues and present to colleagues and third parties.
- Experience in research and then presenting results – verbal and written
- Understanding of local government processes, political awareness

### Desirable

- Working knowledge of Burial Law, Health and Safety Law.
- Knowledge of the Vehicle Access and Dropped Kerb process
- Experience of working with & organising Friends & Volunteer Groups
- Qualified to assess and test cemetery and church yard memorials.
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## Supporting information

Driving classification	
<b>Occasional driver</b> 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.	<input type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence 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 unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
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
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.			
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.			

Political restriction	
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 an MEP, 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 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	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs	
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	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

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

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
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 <b>level 2*</b> . ( <i>*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'</i> ).	<input type="checkbox"/>
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 <b>level 3*</b> ( <i>*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</i> ).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>