

## **Job Role & Overview - Technical / Practical 2**

### **Technical / Practical**

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

### **Knowledge & Experience**

The knowledge and experience typically required to do the job can be acquired in a variety of ways for example through on the job training, relevant experience, or qualification generally equivalent to SVQ 1/standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

### **Decision Making**

Jobholders will follow instructions or established working practices with ready access to a supervisor. Limited initiative will be needed.

### **Typical Tasks & Responsibilities** (The following description is not exhaustive)

- Significant physical effort, e.g. standing for lengthy periods
- Problems are referred to supervisor
- Communication with colleagues
- Delivering front line services
- Safe use of equipment or handling information such as records
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

### **Duties**

The attached overview sets out the typical demands for a Technical/Practical 2 post. In order for jobholders to be fully effective, it may mean that training and development is required. The overview does not set out specific duties for each jobholder. It sets out broad requirements which are used for grading using the Scottish Councils' Job evaluation scheme.

Jobholders will have specific duties and responsibilities, set out in job descriptions, and which will change as service needs develop and change.

### **Requirements**

The information for each factor sets out the typical requirements of jobs in the Technical/Practical group at this level. The language comes from the Job Evaluation Scheme.

The factor levels show the predominant level for all jobs covered by the overview.

<i>Working Environment</i>	<b>Level 2</b>
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	<b>Level 2</b>
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	<b>Level 4</b>
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	<b>Level 1</b>
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In the course of normal working, the jobholder is required to resolve problems or situations, choosing from a limited number of clearly defined options referring the more difficult or challenging problems upwards to a supervisor or line manager.

<i>Concentration</i>	<b>Level 2</b>
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Enhanced attention is sufficient to carry out the day to day tasks and duties of the job correctly, e.g. moving from one place to another, reading work instructions, completing work-recording documents. Typically switching from one thing to another creates the most pressure for the jobholder day to day.

<i>Communication Skills</i>	<b>Level 1</b>
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The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	<b>Level 1</b>
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	<b>Level 1</b>
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example being required to demonstrate duties and provide advice and guidance to new employees, students, trainees or others.

<i>Responsibility for Services to Others</i>	<b>Level 2</b>
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through the personal delivery of front line services.

<i>Responsibility for Financial Resources</i>	<b>Level 1</b>
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The jobholder may be required to handle vouchers, invoices or equivalent on an occasional basis.

<i>Responsibility for Physical and Information Resources</i>	<b>Level 2</b>
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The jobholder's primary responsibility for physical resources can vary, but typically can include plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items can be expensive.

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<i>Initiative and Independence</i>	<b>Level 1</b>
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The jobholder normally works to instruction, and his/her workload is arranged by someone else. His/her work is subject to checks by other.

<i>Knowledge</i>	<b>Level 2</b>
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The jobholder requires predominantly practical knowledge to do the job. This knowledge can be acquired through a variety of ways including on and off the job training. The jobholder has to undertake a number of different tasks and the job could only be done by someone who can read, write and count. Working experience, in practice this might vary from 6 months to 2 years, is required to become fully competent and familiar with all aspect of the job.