

Job Role & Overview - Technical / Practical 5

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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures/policies with access to a supervisor for more difficult problems.

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

- Significant physical effort, e.g. standing for lengthy periods
- Significant problems are referred to supervisor
- Communication with colleagues/ clients
- Delivering front line services or applying procedures
- Accuracy in use of equipment or tools
- A responsibility for employees
- Safe use of expensive equipment or repair and maintenance to physical resources.
- Processing of financial documents or cash handling
- 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 5 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>	Level 2
----------------------------	----------------

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>	Level 3
-------------------------------	----------------

Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, computer programming, systems analysis or the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
------------------------	----------------

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>	Level 2
----------------------	----------------

In the course of normal working, the jobholder is required to resolve problems or situations, generally by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require judgement to resolve generally similar problems i.e. the jobholder is required to interpret information or situations. The jobholder may plan/schedule activities for himself/herself and/or others.

<i>Concentration</i>	Level 3
----------------------	----------------

Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. to be alert to the actions of children/traffic. Short periods of focused attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Deadlines typically create the most pressure for the jobholder day to day. These deadlines are workload or service delivery related and primarily determined by the requirements of the workload or service over which the jobholder has some control.

<i>Communication Skills</i>	Level 1
-----------------------------	----------------

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>	Level 1
-----------------------------------	----------------

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>	Level 2
-------------------------------------	----------------

The jobholder has responsibility for the work of employees through allocating work and checking results on a regular basis. The jobholder is not involved in application and implementation of personnel practices.

<i>Responsibility for Services to Others</i>	Level 2
--	----------------

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>	Level 1
---	----------------

The jobholder may be required to handle vouchers, invoices or equivalent on an occasional basis.

<i>Responsibility for Physical and Information Resources</i>	Level 3
--	----------------

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 are typically very expensive

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

<i>Initiative and Independence</i>	Level 3
------------------------------------	----------------

The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following established procedures/policies, and is expected to deal with predictable problems. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 4
------------------	----------------

The jobholder requires predominantly practical or technical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years, to become fully competent and familiar with all aspects of the job.