

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Service Manager – Calibration Services	JEID	M0320
Salary Grade:	Grade M – (SCP 39-41)		
Service Area:	Calibration Services (Trading Standards)		
Primary Location:	Trading Standards Service, Old Budbrooke Road, Warwick, CV35 7DP		
Political Restriction	This position is not politically restricted		
Responsible to:	Head of Trading Standards & Community Safety		
Responsible for:	Calibration Team		

Role Purpose

To be responsible to the Head of Trading Standards & Community Safety for the overall direction and management of the Calibration team and the discretionary calibration service they provide.

To participate in the management of the service and to be involved with the Trading Standards Management Team (TSMT) when required.

Role Responsibilities

The post holder will be expected to carry out any of the following duties:

- 1) To provide leadership and management to a team of technical officers.
- 2) To be responsible for the production, delivery and evaluation of a profitable team plan which has achievable objectives which incorporate Service policy & strategy.
- 3) To be responsible and accountable as the cost centre manager for the management of allocated financial resources, including forecasting expenditure necessary to monitor the team annual budget.
- 4) To maintain knowledge and expertise in the field of calibration and develop best practice systems and protocols which support the delivery of a quality service.

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- 5) To maintain UKAS accreditation by following operating procedures and take remedial action following any recommendations from internal or external audits.
- 6) To assist, train and supervise less experienced technical officers in the range of duties.
- 7) To be responsible for the recruitment, appraisal and development of staff in order to meet team objectives, ensuring work-plans are in place and met.
- 8) To be responsible for monitoring and auditing the quality of service received by the team's customers, and that customer satisfaction levels remain high.
- 9) To maintain, interrogate and analyse office records of contacts with businesses in manual & electronic databases that will enable statistical analysis of team performance.
- 10) To produce estimates / quotations for calibration customers and provide correct test certificates / reports after calibration in good time.
- 11) To operate the public weighbridge service, when required.
- 12) To arrange shift working arrangements within the laboratory when demand is high.
- 13) To assist and advise Trading Standards Officers with statutory metrology functions, when requested.
- 14) Be Prepared to travel around the county visiting a variety of premises including outdoor locations, and further afield as necessary.
- 15) Work flexibly under Warwickshire County Council's Agile Working Scheme, and be willing to work on weekends, early mornings or late evenings, when necessary.
- 16) Mobility Essential; applicants must hold a valid driving licence or be able to travel effectively and efficiently by other means around the County to a variety of premises including those outdoors, and further afield as necessary.
- 17) Adopt the WCC 'Our Behaviours' expected of all WCC employees.
- 18) To undertake any other duties as required which are commensurate with the grading of the post.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

HNC / HND in Engineering or an equivalent discipline, or extensive calibration experience.	A, D
The ability to independently interpret and analyse varied and complex information to check results and produce test records / reports.	A, I
The ability to systematically carry out metrological calibration of apparatus, following set procedures and methods.	A, I
Experience of training and motivating technical officers in both UKAS and non-UKAS calibration of a variety of measuring equipment.	A, I
The ability to work under a high degree of pressure including meeting deadlines and dealing with conflicting demands.	A, I
Possess good verbal and written communication skills, including the ability to negotiate profitable contracts for calibration work.	A, I
Experience of staff management, including the responsibility for recruitment, appraisal and development of staff in order to meet team objectives.	A, I
Experience of setting and monitoring of budgets including the ability to independently manage a budget as cost centre manager.	A, I
The ability to develop and establish plans and develop solutions looking beyond the established work practices and processes to develop innovative calibration techniques.	A, I
Have sufficient competence for day to day use of IT, namely email, online services, electronic databases, and Microsoft Office Applications.	A, I
Experience of handling and processing manual/electronic information.	A, I
Able and willing to work flexibly and participate in out of hours work.	A, I
Mobility essential. Able-bodied applicants must be able to drive and have a driving licence. Disabled applicants should be able to perform the job with aid, where necessary.	A, I, D

Desirable Criteria

Assessed By:

NVQ Level 4 Management (incl. NVQ units / portfolios) or equivalent qualification.	A, D
Experience of running a UKAS Calibration Laboratory.	A, I
Experience of calculating and applying uncertainty of measurement.	A, I
Knowledge and understanding of Health and Safety legislation, safe systems of working and carrying out Risk Assessments.	A, I
Hold a forklift truck driver certificate.	A, D
Hold a Public Weighbridge Operator Certificate.	A, D

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety, and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (<i>which includes assisting, manoeuvring, pushing and pulling</i>) of objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input checked="" type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input checked="" type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input checked="" type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input checked="" type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	