

Job Description	
Job title	Technical and Quality Services Officer
Grade	H
Directorate	Place
Section/team	Streetscene Services
Accountable to	Head of Neighbourhood Services
Responsible for	N/A
Date reviewed	January 2020

Purpose of the job

To deliver high quality support for technical and quality management systems. Enable the deployment of operational services through the development, implementation and effective delivery of the appropriate computer software systems, resource deployment models and quality management systems.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

MAIN DUTIES AND RESPONSIBILITIES

- To organise and develop the asset management and resource deployment systems (e.g. CONFIRM/Webaspx Route Optimisation/MapInfo) required to manage and record operational activities on a day-to-day basis.
- To support the Services through the use of the appropriate computer applications including databases, spreadsheets and software to provide trend analysis for services, ensuring co-ordination and progress of targets within the Service Plans.
- To support the Service by providing analysis on the planning, capacity building, management and deployment of resources and assets ensuring the most effective and cost efficient services are being delivered.



Knowsl@y Council

- To organise and undertake the development and maintenance of all asset data and productivity information within the computer applications to ensure the delivery of quality and efficient services.
- To organise and deliver the administration and user training of the system and mobile technology i.e. PDA's and maintain accurate and auditable training records.
- To produce and interpret management information reports directly from the system (e.g. schedule completion rates, inspection results) related to performance indicators, service objectives and operational targets.
- To organise and undertake time and motion studies with operational teams. To produce and interpret accurate productivity data for all frontline operational tasks to inform resource deployment and the development of contract specifications and tender submissions.
- To develop and produce balanced and efficient service delivery models through the effective application of the route optimisation software to deliver financial and operational efficiencies.
- Understand the scope and content of the Control of Vibration at Work Regulations 2005 to support the service's 'nominated person' for the control of risks associated with vibration in the workplace.
- To organise and undertake vibration audits under 'real' working conditions and report the findings to the Services 'nominated person' to identify corrective or preventative actions.
- To maintain accurate vibration audit results and ensure that the systems are in place to accurately record and monitor vibration in the workplace. To produce and interpret Hand Arm Vibration at Work compliance reports.
- Preparation of the quality manual and quality assurance procedures to ensure compliance with the ISO Quality Management Standards. Maintain and update the quality management system, including procedure enhancements, revision changes, and overall process control; assist all services in documenting processes, work instructions, flow charts and related paperwork.
- Conduct Quality Management System Audits - Audit Program (audit plan, schedule, checklists for auditing), checking nonconformity reports closing, document change request forms, measurement of quality objectives, proof for continual improvement, usage of logo, customer complaints & resolution, training needs, training records, training plans, measurement of the effectiveness of the training provided, performance evaluation,



Knowsl@y Council

applicable statutory & regulatory requirements and reviewing corrective and preventive actions taken.

- Report audit findings to management, including ongoing corrective / preventive actions, and the effectiveness of those actions put into practice.
- Assist in the analysis of internal rejection reports and customer feedback to identify quality and/or process issues. Monitor these findings as corrective actions are put into place to ensure compliance.
- To organise and manage the services 'Streetworks' Noticing for all maintenance operations carried out on the High Speed and Strategic Road Network to ensure compliance and that the Councils' statutory obligations imposed by the NRSWA and Traffic Management Act (TMA) are met.
- To support reporting mechanisms, including benchmarking performance with other local authorities, APSE and other organisations.
- To maintain service quality standards including legislative, regulatory and ensure national guidance relating to Street Scene Services is adhered to and reported on as appropriate.

Health and safety

- 1) To use equipment as instructed and trained.
- 2) To inform management of any health and safety issues which could place individuals in danger.
- 3) Understand the scope and content of the Control of Vibration at Work Regulations 2005 to support the service's 'nominated person' for the control of risks associated with vibration in the workplace.

Data Protection and Information Security

- 1) Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy.
- 2) Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- 3) Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.