

Business Technical Officer - Grade 11 - 12

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As a Business Technical Officer you will use your skills and technical experience to manage and/ or support teams delivering business change and performance management related projects. This work could include working across The range of Environment and Public Protection Services within Highway Safety, Highway Network Asset Management and Regulation, Workforce planning, Customer Engagement, and Training. Your specific duties and responsibilities would be allocated to meet the needs of the Service.

This role is based within [Economy and Infrastructure](#). Find out more about [working for Kirklees](#).

The Job

- You will use your technical and working knowledge together with practical experience in managing the delivery of a wide range of statutory functions on the highway, including managing budgets.
- As manager, your role will involve managing teams, in an allocated area of work. You will develop and maximise the potential of your own staff and others and promote a good working environment.
- You will plan workloads, set objectives and targets to develop the potential of your teams and ensure and promote a good working environment.
- You will make sure that enquiries and requests are dealt with in a professional and responsive manner that meets Service and corporate priorities.
- You will lead on specific projects, carry out research, monitor performance and contribute to the development, implementation, monitoring and review of working practices and procedures.
- You will present findings and give recommendations to others, including senior managers.
- You will assist with the preparation of budgets within an area of work and be responsible for monitoring and the analysis of specific lines of income expenditure.
- You will need to be able to motivate staff, have experience of leading and managing performance, be proactive in your approach and inspire junior members of staff.
- You will be expected to attend progress meetings, meetings with members of the public and Councillors as well as liaising with other member staff and leading negotiations with staff across the Service and other Council departments.

Job Checklist

- Technical understanding of a range of Public Protection, Environment related functions including safety, legislative, regulatory, and legal requirements, as well as contractual, industry standards, policy and relevant procedures and protocols and knowledge of how local government operates.
- Project management approach in delivery of projects to develop, sustain and promote a positive internal and external image of the Service when dealing with customers and partners.
- Deliver within budget, an efficient and responsive service to meet the needs of customers, the Service and political priorities.
- Manage a team with minimal supervision with the capability to manage a challenging workload subject to change at short notice.
- Work with internal and external partners including businesses, communities, the voluntary sector, Councillors, other council services, Unions and our own staff.
- Assist in the management and development of the Service to help it deliver its own and corporate priorities.
- Excellent communication skills both written and oral and experience in technical report writing.
- Experience and understanding of performance management, including absence and disciplinary procedures.

Please see your responsibilities related to [safeguarding](#).

The Person

- Be competent, determined to achieve the best, be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.
- Will lead and ensure recognition from their teams that doing the job safely is paramount, and will demonstrate practical application and understanding of all relevant procedures and legislation applicable to Highways related service delivery.
- Will demonstrate an interest in finding solutions to highway related problems, by adapting recognized approaches, and applying the appropriate techniques, within the financial constraints of current budgets.
- Will be a driven individual who will provide the management and delivery, or support of, Highways response to emergency situations, i.e. Weather, which can be prolonged and difficult.
- Will understand that our customers are varied, so will need to apply all of their experience and communication skills in ensuring an effective customer service to those communities affected by service delivery.
- Will have the necessary approach and effectiveness to work in a culture of changing priorities.
- Will be flexible in their approach to managing effective operational delivery through evening, night and flexible working models, including seasonal working.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council manager within the organisation. This role is at level 2. Please read our [Behaviours and Expectations](#).

Person Checklist (Entry Level – Grade 11)

- Hold a Degree/ Masters or NVQ level 5 in a relevant discipline, proven ability to work at that level.
- Has experience of effective staff management including, performance, absence and other Human Resources related issues.
- Has the proven ability to identify levels of resource and skills required for service delivery including knowledge of health and safety and risk issues in the workplace.
- Will have the competence to use IT systems including, Microsoft Office suite, GIS based mapping systems, and management information systems.
- Has the skills and ability to maintain operate and monitor electronic, digital and manual records
- Has the ability to work on your own initiative, using your engineering judgment and decision making skills, including demonstrating excellent communication skills, both written and oral.
- Can demonstrate flexibility in undertaking duties, including the requirements for seasonal working hours, evenings and nights where appropriate.
- Works well leading and as part of a team, can demonstrate a customer focused approach and have excellent relationship management skills
- Will take responsibility and accountability for the outputs of your teams.
- Has proven experience of consultation and negotiation with other Directorates, Councils, statutory undertakers and organisations to ensure all interested parties are fully informed of your projects.
- Holds a full and valid driving licence and be willing to undertake and pass a Kirklees Council driving test or have the ability to travel between sites using public transport.

Following an offer of employment you may be required to undertake a standard medical screening and other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate in your application how you meet the points on the Person Checklist.