

Job Specification

Job Title: METROLOGY TECHNICIAN Level 1

Grade: WY04

Job Evaluation Code:

**Reporting to:
Metrology Manager**

Manager's Grade:

Location: Morley

Service Area: Trading Standards Calibration Services.

Work style: This post is full time working within the flexi hours scheme. The post will be based at WYJS headquarters in Morley however some work may be required away from the Morley base.

Overall Purpose of the Post:

To assist trading standards officers and calibration officer in the calibration of road tankers, meters and other items of associated equipment. To operate fine accuracy metrological instruments and handle standards within the Service's calibration laboratory. To undertake the calibration of equipment, assist other Calibration Laboratory staff in the calibration of equipment, and liaise with customers.

Requirements for the post.		
	Essential	Desirable
Qualifications/ Training	Educated to GCSE level or equivalent. Driving licence. Computer Literate, including Microsoft Excel and Word.	A level maths or physics or equivalent. HGV licence Forklift truck driver
Knowledge	Literate & Numerate An aptitude for physics and maths.	Customer focussed Good interpersonal skills
Experience		Some experience of working in a laboratory environment or in the field of calibration. Some experience and familiarity of quality systems, such as ISO9001 and/or ISO17025.
Physical Skills	Ability to work on own initiative. Ability to meet deadlines. Methodical with excellent attention to detail. Ability to lift and handle weights up to 20kg Ability to work at height.	
Competencies:		
Focus on Customers and Clients	<ul style="list-style-type: none"> • Helps customers to identify and define their current and emerging needs • Negotiates with customers what the outcome will be • Finds innovative ways to meet customer needs • Understands and is sensitive to the different requirements of all individuals, groups and cultures 	<ul style="list-style-type: none"> • Ensures own service area structure and processes are developed that continue to enable the business to be responsive to customers • Anticipates the future needs of the customer and prepares to meet them • Has a broad knowledge of related services
Performing in your role	<ul style="list-style-type: none"> • Takes ownership for policies, procedures and working practices • Identifies ways to bridge gaps and agrees solutions with colleagues and managers 	<ul style="list-style-type: none"> • Knows guidelines and constraints and is able to access them

<p>Personal Effectiveness</p>	<ul style="list-style-type: none"> • Identifies learning opportunities for self and colleagues • Creates the right opportunities to listen to and ask questions of others • Makes sure information is relevant and up-to-date • Presents information clearly, concisely, professionally and in plain language • Adapts information to suit varying needs of different people • Is flexible in using different methods of communication • Understands what can be negotiated and what can not be negotiated • Is aware of the impact on others of what has been agreed • Presents convincing arguments backed up with relevant facts in support of decisions • Is sensitive to personal issues • Handles confidential personal information with respect and integrity • Actively sells ideas and proposals 	<ul style="list-style-type: none"> • Ensures that giving frequent and regular feedback becomes an expected way of working • Knows what information they need to give to others and when
<p>Successful team and partnership working</p>	<ul style="list-style-type: none"> • Creates a climate of trust and collaboration within multi-cultural teams • Supports and owns team targets and ways of working • Actively shows an interest in team members' issues and problems • Recognises when to offer support or help to others 	<ul style="list-style-type: none"> • Resolves conflict between business partners, suppliers and colleagues to achieve objectives • Seeks opportunities to break down 'us and them' barriers • Actively makes connections with other teams and partners to improve service
<p>Decisive problems solving</p>	<ul style="list-style-type: none"> • Challenges assumptions and considers new approaches • Identifies the time in which a decision needs to be made and makes it within the timeframe 	<ul style="list-style-type: none"> • Assimilates information and ideas from a wide variety of sources in order to make high quality decisions

<p>Continuous improvement</p>	<ul style="list-style-type: none"> • Identifies the root cause of an issue • Knows and keeps to the decision-making boundaries within their role • Owns the eventual decision even if they haven't actually made it • Makes sure they understand the implications and potential impact of a decision • Has confidence that their decisions are supported by policy and procedures • Is open to suggestions and innovation • Drives for continuous improvement in every aspect of performance in order to achieve the service objectives • Develops best practice • Adapts ideas used successfully elsewhere • Is open minded, imaginative and enthusiastic about the need to change • Is aware of individuals' concerns with respect to change 	<ul style="list-style-type: none"> • Identifies key issues and integrates them; disregards irrelevant issues and builds a total picture • Makes tough decisions and manages resistance • Encourages others to take calculated risks • Supports others in taking risks • Encourages others to generate ideas for improvements • Introduces tools and techniques that stimulate innovation • Redesigns processes to empower front line staff
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Key Outcomes/ Activities

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

1. Work within calibration laboratory undertaking calibrations in the range 1mg to 1200kg mass, volume, length, flow and force.
2. Have working knowledge and understanding of Joint Services quality systems.
3. Preparation and calibration of metrological equipment.
4. Evaluation of balances of precision, mass comparators, electronic weighing systems and traders' equipment.
5. Care and maintenance of standards and test equipment.
6. Have a good understanding of I.T. systems and competence in ICT in particular Microsoft Excel and Word.
7. Undertake such training as may be identified, particularly towards acquiring the skills and knowledge necessary to be approved as an authorised signatory under the UKAS accreditation scheme. Also for providing cover in the Bulk Fuel Calibration Bay assisting Trading Standards Officers in their calibrations and verifications.
8. Undertake support duties on specific aspects of the work of Joint Services, under the direction of senior staff.
9. Fully participate in the team working approach to the allocation of duties within Joint Services.
10. Promote and implement quality assurance principles and undertake audits/reviews within the Service and other external organisations. Undertake lead auditor training when required.
11. Maintain proper records of all work carried out.
13. Make minor checks on departmental vehicles – tyre pressure, oil level, lights, screen wash etc.
12. Drive and clean departmental vehicles including counterbalance fork lift trucks.
13. Give general clerical, technical and manual support to “enforcement” staff.
14. To assist Trading Standards Officers and Calibration Officer on volumetric calibrations, inspection duties including attendance at weighing and measuring equipment manufacturers, repairers, food manufacturers, retail outlets etc.
15. Participate in the WYJS Appraisal Scheme to identify current and future training and development needs. Maintain a record of professional development. Attend internal/external training courses and undertake development activities as and when required.

16. Support the development activities of other Officers within the Service and those persons undertaking work experience with the Service.
17. Contribute to the maintenance of good employee relations within Joint Services.
18. The post holder's duties must at all times be carried out in compliance with the servicing Authority's Equal Opportunities Policy.
19. The postholder's duties must at all times be carried out in compliance with all employment, Data Protection and Freedom of Information legislation requirements, as detailed in the Employee Handbook.
20. Ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Sections 7 and 8 of the Health and Safety at Work Act 1974. These include the provision of protective clothing, Health and Safety Instruction etc.
21. Such other duties at a comparable level of responsibility relating to the work of the Division as may be required.

Responsibility for Resources

Employees (Supervision): None

Financial: None

Physical: None

Customers and Clients:

Internal Contacts: Officers and other staff within West Yorkshire Joint Services.

External Contacts: Businesses, members of the public. Local Authority Officers.

Working Conditions:

Some out of hours working may be required.

The post holder may be required to undertake appropriate training.

The post holder would be expected to work within the calibration laboratories on site including a bulk fuel tanker calibration bay, in addition to our warehouse area.

The post holder may also be required to work off site on occasions testing weighing or measuring equipment at a variety of customers locations, for example petrol station forecourts, retail outlets, factories, and other industrial locations.

The post holder would be expected to drive service vehicles including light goods vehicles and counterbalance fork lift trucks.

Characteristics of the post:

The post holder will need to:

- Manage and plan their workload and resources in conjunction with the Metrology Manager to ensure effective service delivery.
- Handle both short and long-term action.
- Work with relevant managers of operational sections within WYJS to ensure a proactive approach to government initiatives, legislation and marketplace changes.
- Make routine operational decisions regarding prioritising workload and integrity of calibration results obtained, in accordance with key outcome areas above. The Postholder may refer more complex decisions to senior officers.

The employment checks required are:

- **Evidence of entitlement to work in the UK**
- **Evidence of essential qualifications – see page 1 of this job specification**
- **Two satisfactory references**
- **Confirmation of medical fitness for employment**
- **Registration with appropriate bodies (where applicable)**

Date completed: