



# Role Profile

<b>Role Title</b>	<b>Technical Team Leader</b>			
<b>Business group and team</b>	Engineering & Operations, Technical Services Centre (TSC)			
<b>Job Purpose Overview</b>	<p>Responsible for leading &amp; managing installations of a technical nature in missions overseas i.e. security (CCTV/ACS/IDS/IAPA), IT (structured cabling/hardware) or communications (radio/satellite)</p> <p>This is a travelling role and as such the officer is expected to undertake short trips averaging (between 1 and 8 weeks, depending on system being installed) approximately overseas for up to 22 weeks per year. In times of business need this may be exceeded.</p> <p>The post holder will be responsible for leading and managing technical based teams of up to 5 staff and/or Contractors overseas on a variety of different projects ranging from new builds, refurbishments/upgrade works or maintenance projects. They will be responsible for ensuring all the work they or their teams carry out is done safely, efficiently and in accordance with FCO Services processes and practices</p> <p>There is also a requirement to carry out installation work within the UK when required, as well as leading and supporting preparation for upcoming trips, maintaining the working environment such as workshops/stores, as well as potentially the opportunity to work alongside the Professional Services Centre (PSC) and Innovation and Development (I&amp;D) on research and development projects.</p>			
<b>Organisational position</b>	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <p>The role sits in the TSC reporting to one of the PDRM's in the Management Team</p>			
<b>Date Updated</b>	17/2/21		<b>Updated By</b>	JL T
<b>Current / Applied Grade</b>	TPB4	<b>Job evaluation date</b>		<b>Confirmed grade</b>

Level of Security Clearance	SC DV		DV
JOB RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>• Liaison with the Design Engineer, Project Manager and Project Engineer to ensure that the installation is delivered to specification, time and cost.</li> <li>• Liaise with the Design Engineer, Project Manager and Project Engineer to ensure that equipment is ordered and purchased to meet proposed design and delivered to site to meet installation timescales.</li> <li>• Supervise the team carrying out the on-site installation of Technical Systems to meet our customer's needs, ensuring delivery on time and within budget. This will be under direct task management from a Project Manager.</li> <li>• Carry out technical duties installing equipment to meet our customer's needs.</li> <li>• Assisting the PSC and I&amp;D with research and development into potential future products and services</li> <li>• Allocate and record expenditure against correct project and expenditure codes.</li> <li>• Creating BOQ's and when required obtaining quotes using the FCDO Services frameworks, raising requisitions, ordering kit, dealing with suppliers</li> <li>• Know how the role contributes to the overall achievement of FCDO Services' Business Plan.</li> <li>• System training for end-users representatives.</li> <li>• Provision of technical support to customers.</li> <li>• Provision of advice and support to both internal customers (P3MO, PSC, I&amp;D, RTSS) and external customers as required (FCDO, PAGs, WM)</li> <li>• To work in partnership with customers and service providers to deliver services to meet our customer's needs, to a high standard, on time and within budget.</li> <li>• Leading or being part of a team installing/maintaining technical systems in missions overseas.</li> <li>• Produce report of installed system within defined timeline.</li> <li>• Develop and implement safe systems of work, ensuring that staff co-operate with undertaking risk assessments and comply with health and safety policies and procedures, including the reporting and recording of accidents/incidents.</li> <li>• Assist with the preparation of equipment in the UK for planned installation trips and for ongoing section maintenance commitments.</li> <li>• Handling technical queries as required.</li> <li>• Complete Task Assessment sheets for all team members and submit to the PDRMS within stipulated timescales.</li> <li>• Liaise with the PDRM to identify spare capacity that can be utilised on other duties.</li> <li>• Adhere to FCDO Services corporate processes to ensure consistency.</li> <li>• Adherence to H&amp;S requirements across all project work and day to day activities.</li> <li>• Maintain own professional development and expertise of the latest technologies and best practice to support and grow the business.</li> <li>• Developing technical skills outside own area of expertise that would benefit FCDO Services.</li> <li>• Mentor junior staff and assist in succession planning.</li> <li>• Task management of team members identifying areas for development.</li> <li>• Undertake skills sharing sessions with other skills sets within TSC and FCDO Services</li> </ul>			

## KNOWLEDGE AND KEY SKILLS

### *Essential:*

- NVQ, QCF, City & Guilds, BTEC, ONE or equivalent in electronics and/or Telecommunications and/ or IT or related subject.
- Demonstrate practical application of academic knowledge.
- Proven knowledge and experience of at least one of the following skill sets; CCTV/IDS/PCO/IAPA/ACS/Radio
- Demonstrable knowledge and experience of programming relevant equipment
- Ability to produce a detailed designs and create related BOQ's as required
- Good written communication skills to produce detailed survey and installation reports, within very tight timescales
- Strong interpersonal skills, with proven ability to manage teams and installations
- Proven experience in Cable installation to the highest standard (Cat5, Cat6, Fibre, Cold Cure, Hot Melt, Fusion Splicing)
- Proven experience in installation of containment to the highest standard (Conduit, Trunking, Basket)
- Knowledge & experience of trip preparation including RAMS & pre-deployment/washup meetings

### *Desirable:*

- Interest in a wide range of practical technical skills i.e. electronics, IT, mechanics, construction
- Proven ability to conduct detailed surveys
- ECS Card holder
- Experience of working in missions overseas
- Experience of working for HMG
- Experience of and working at heights
- Current climbing and rescue, Rope Access and Eye bolt qualifications/training
- Membership of a relevant professional body (i.e. IET)
- Undertaken recognised management or team leading training/courses
- BSC Level 2 in H&S or similar related training
- Roof top access & working at heights
- PASMA – Mid & High Level
- First Aid at work
- Cat5/6 Practioner
- Networks 1 & 2
- Tavcom CCTV or ACS control course, or relevant FCOS training school courses

## CORE BEHAVIOURS

### *Top three for job:*

- **Delivering at Pace**
- **Communicating & Influencing**
- **Managing a Quality Service**
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## CRITICAL SUCCESS FACTORS

### *Success measured and evidenced by:*

- Operational work (installations, maintenance etc) carried out to a professional standard and meeting customers' requirements
- FCO Services internal procedures followed (i.e. H&S, PRISM, timecards)
- Able to deliver results by managing their time and resources effectively.
- Responding flexibly to changing priorities and meeting objectives.
- Delivery of projects on time and within budget.
- Reports issued within time line agreed in proposal and/or Service Level Agreement.
- Professionalism of work as judged by internal management.
- Carry out risk analysis and comply with Health and Safety requirements.
- Technical and other certificates up to date and appropriate for role.

<b>Budget Responsibility?</b>  N	<b>If YES, how much:</b>  £ per annum	<b>If NO can they authorise payments?</b>  N
<b>Reports to: (Role Title and Grade)</b>	C5 PDRM	
<b>Direct Reports: (Number and grades of staff)</b>	N/A	