

# Job Family Role Profile Description

<b>Date</b>	January 2015
<b>Job Family</b>	Business Support
<b>Profile</b>	BS8
<b>Purpose</b>	To organise resource and provide business information and support in a complex business and administrative area, to internal and external customers.

## Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Planning organising and prioritising own work and co-ordinate with other team members.</li> <li>• Contributing to team planning.</li> </ul>	<ul style="list-style-type: none"> <li>• Allocated work is completed on time and to required standard and quality.</li> <li>• Issues arising are responded to in a timely manner.</li> <li>• Resource is used efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>• Contributing to team-working.</li> <li>• Providing instruction and on-the-job training for colleagues.</li> <li>• Assisting in allocating and checking work of colleagues in the same work area.</li> <li>• Supporting and guiding less experienced staff, if required, including overseeing colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Teamwork is effective.</li> <li>• Colleagues are supported.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>• Planning and leading projects in own work area</li> <li>• Participating in projects outside own service area.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is delivered to the required standard and on time.</li> </ul>
<ul style="list-style-type: none"> <li>• Preparing a full spectrum of information and reports.</li> <li>• Interpreting data and providing relevant recommendations for action.</li> <li>• Maintaining a high level of service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Information is relevant and accurate.</li> <li>• Management decisions are informed.</li> <li>• Business recommendations are effective.</li> </ul>
<ul style="list-style-type: none"> <li>• Checking service delivery and processes are in line with legislative developments and quality requirements.</li> <li>• Interpreting non-standard situations and applying</li> </ul>	<ul style="list-style-type: none"> <li>• Processes are carried out compliant with current legislation and procedures and quality standards.</li> </ul>

appropriate policy and precedent.	
<ul style="list-style-type: none"> <li>Making real-time service decisions in response to operational issues, in line with local procedures and established guidance.</li> </ul>	<ul style="list-style-type: none"> <li>Customer service is provided to the required standard.</li> <li>Processes are carried out in line with legislative procedures.</li> <li>Colleagues are supported.</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring compliance with performance indicators.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery is achieved against SLAs.</li> <li>PIs are achieved.</li> <li>Non-compliance with PIs is identified and remedied.</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment is maintained in good working order and is fit for purpose.</li> <li>The safety of people using the building is maintained.</li> </ul>
<b>Competency measurements</b>	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

<b>Service Improvement and innovation</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Identifying potential business opportunities and monitoring contracts.</li> </ul>	<ul style="list-style-type: none"> <li>Business is improved.</li> </ul>
<ul style="list-style-type: none"> <li>Meeting with customers/partners to review service delivery and resolve problems.</li> </ul>	<ul style="list-style-type: none"> <li>Service improvement ideas are put forward.</li> </ul>
<ul style="list-style-type: none"> <li>Making recommendations for improvement.</li> <li>Cooperating with change.</li> </ul>	<ul style="list-style-type: none"> <li>Improvements are identified and implemented.</li> </ul>
<b>Competency measurements</b>	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

<b>Managing resources</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Monitoring budgets and ensuring budgetary information is up-to-date Handling or processing money.</li> </ul>	<ul style="list-style-type: none"> <li>Budgetary information is up-to-date and accurate.</li> </ul>
<ul style="list-style-type: none"> <li>Operating and maintaining general office equipment and other facilities where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment, services and materials are available to colleagues for service delivery.</li> <li>Services, materials and supplies are provided using Service guidelines/procedures.</li> </ul>
<b>Competency measurements</b>	
Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary. Maintain recognised financial and other procedures and practices.	

<b>Customer and Community focused</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Resolving escalated and difficult issues from customers involving direct contact with challenging people.</li> </ul>	<ul style="list-style-type: none"> <li>Answers are provided to issues.</li> <li>A high level of service procedural knowledge is maintained.</li> <li>Customer service is provided to the required standard.</li> </ul>

<ul style="list-style-type: none"> <li>• Responding to enquiries and operational issues raised by customers, internal stakeholders and partnership organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Colleagues are supported.</li> <li>• Enquirers are informed of situation and any action required.</li> <li>• Customer services and operations are provided to the required standard.</li> <li>• Customers/partners are satisfied.</li> </ul>
<p><b>Competency measurements</b></p>	
<p>Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.</p>	

<p><b>Qualifications, knowledge, experience and expertise</b></p>
<ul style="list-style-type: none"> <li>• NVQ 3 or 4 or equivalent experience or knowledge in the relevant work area.</li> <li>• Knowledge of the procedures and approaches in the area, and understanding of general organisation procedures, regulations and legislation, as applicable.</li> <li>• Thorough understanding of own area, and able confidently to give considered advice both within and outside the organisation.</li> <li>• Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.</li> <li>• Need to understand “how and why,” not just “what.”</li> <li>• Good Interpersonal skills which may involve standard advice or persuasion.</li> <li>• ICT literate relevant to work area.</li> <li>• Thorough working knowledge of relevant software packages.</li> <li>• Understanding of budget processes and organisational priorities.</li> <li>• Understanding of how to deal with customers to required standards of service.</li> <li>• Comprehensive knowledge of complex and diverse processes, procedures and systems within area of operation.</li> <li>• Relevant specialist knowledge of facilities and equipment used in work situations by the team(s) and their safe use.</li> <li>• Full knowledge of service provided and service-specific guidelines.</li> </ul>