Glasgow City Council

Role Profile Description

Date	**June 2006**
Family	**Business Support**
Role profile Level Number	**2c**
Reporting line (general)	
Purpose	
To provide standard guidance and support to internal customers in a complex specialist area.	
Work area statement	
Action	**End Result**
Work planning	
Plan and organise allocated work to be completed within the allotted time.	• Set tasks complete to standards, time and quantity
Instruct and guide colleagues in the distribution and conduct of work in the team.	• Work is of the team is given fairly to team members • The team's tasks complete to standards and quantity
Business Service Delivery	
Analyse trends in management information and provide initial recommendations for action or further review.	• Provision of management information, and reports • Recommendations for further attention
Case Management	
Recommend options to business issues based on specialist knowledge and analysis of information within practice and precedent.	• Resolution or progress on the business issue • Effective actions and support provided • Meeting of service requirements • Legislative and procedural advice compliance issues
Projects	
Contribute to the delivery of projects and specific service requests.	• Delivery of project / service delivery objectives to specification, time and cost.

Nature of contacts and relationship (who and the nature of the communications)
Support and guidance of internal customers. Liaise with external contacts regarding operational delivery matters.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Office or public building based.
Procedural Context (creativity, discretion, impact)
Work is allocated and generally supervised. Work within legislative and procedural guidelines.
Key facts and figure ranges (include likely size of any team managed)
No staff management or budget responsibilities. Will provide basic instruction and guidance to other team members as appropriate.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Relevant degree or working towards professional qualification desirable. Proficient reading, writing and numeracy.
Work knowledge
Understanding of relevant technical practices, systems, procedures and regulations. Working knowledge of relevant regulations Full knowledge of particular practices and precedents within the Council.
Work skills and equipment operated
Working knowledge of relevant software and hardware. IT literacy. Report writing and research skills.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Communicating	1
2	Personal Effectiveness - Self Development	1
3	Personal Effectiveness - Decision Making	1
4	Providing Excellent Customer Service - Collaboration	2
5	Providing Excellent Customer Service - Customer Orientation	1
6	Managing Change – Attitude	1
7	Delivering Results – Planning	1