

Glasgow Life**Role Profile Description**

Date	June 2006
Family	Business Support
Role profile Level Number	3a
Reporting line (general)	
Purpose	
To provide specialist guidance and tailored support to customers.	
Work area statement	
Action	End Result
Business Guidance	
Coordinate tailored responses to customer issues within the specialist area.	• Appropriate action taken or customers re-directed to alternative resource • Legislative and procedural compliance assured
Business service delivery	
Conduct research and translate into advisory reports, policy or systems.	• Production of reports • Design of systems • Advice provided to senior management • Policy is in line with Council's strategic objectives • Legislative changes are embedded into Company's way of working
Case Management	
Make business decisions based on specialist knowledge and analysis of information.	• Resolution or progress on the business issue • Meeting of targets • Meeting of service requirements • Risk to Company is managed within given guidelines
Projects	
Contribute to the planning and delivery of moderately complex projects and service delivery.	• Delivery of project / service delivery objectives to specification, time and cost.
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
Compliance	
Ensure appropriate procedures are complied with and required records kept.	• Accurate and complete records kept • Legislative and procedural compliance
Relationships	
Liaise with delivery partners to co-ordinate appropriate service delivery.	• Provision of appropriate levels of customer service • Optimum and effective provision of resources • Legislative and procedural compliance of activities within service area

Nature of contacts and relationship (who and the nature of the communications)		
Support and guidance of internal customers. Work in partnership with external agencies.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Office or public building based.		
Procedural Context (creativity, discretion, impact)		
Some discretion around tailoring advice and intervention with customers. Work typically event based. Work within legislative and procedural guidelines. Projects and service delivery moderately complex with low level of risk. Outputs checked by supervisor.		
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.		
Work knowledge		
Good knowledge of business area and established practice and precedent in complex situations. Working knowledge of relevant systems, procedures and regulations. Understanding of own business area's regulatory framework.		
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 - Self Development	1
2	Providing Excellent Customer Service - Customer Orientation	2
3	Delivering Results - Motivation	1
4	Personal Effectiveness - Communicating	1
5		
6		