Role Profile

Date	**1 June 2007**
Family	**Business & Service Support**
Role Profile Level	**5A**

PURPOSE
To provide specialist advice and support for the Council from a range of complex information based on specialist/technical expertise either individually, managing (small) work packages such as cases and projects with other team members.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Plan and organise own workload and project work to meet day to day and project objectives and deadlines over the medium term. May allocate work to colleagues	• Timescales / deadlines met • Self usefully employed • Work packages / projects managed effectively as required
Work	
Research, analyse, and interpret information and situations to arrive at decisions & conclusions.	• Problems identified & addressed • Risks & opportunities identified & explained • Decisions arrived at • Good judgement
Policy	
Contribute to the improvement of service policies, standards, and procedures.	• Good contribution to policy • Improvements identified
Customer Service	
Provide advice & guidance on matters in own area of expertise to customers internally & externally, and possibly as a member of multi-disciplinary groups/working parties.	• Queries answered clearly & promptly • Solutions put forward & delivered • Sound advice & opinion given • Actions successfully negotiated
Financial Management	
Support, and advise managers on, preparation and monitoring of budgets for service/corporate areas	• Budget holders supported in developing and monitoring budgets • Variances flagged and addressed • Service delivered within budget
Compliance	
Monitor & review the implementation of regulations, Council guidelines & standards	• Non-compliance identified • Corrective action suggested • Improvements suggested
Representation	
Represent the service area with groups internally	• Accurate information provided • Understand others' opinions & standpoint
Performance Management	
Provide reports on own work & investigations / conclusions to established procedures Develop ad hoc reports and provide information for monitoring and performance management.	• Quality & timely reports • Problems / opportunities identified • Procedures followed

People management	
Support colleagues and demonstrate relevant work processes.	• Technical & procedural advice given • Quality of team outputs maintained

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Communicate with groups & individuals internally & externally to inform of facts, explain matters, give advice and influence approach. Colleagues and management – present information in a suitable format to argue the case and influence decision making on matters in own area of expertise Customers – engage & interact with, provide response to queries and give advice to influence decisions. May have to deal with challenging customers. Encourage staff in the team.
Working Environment Context (physical, disagreeable, health and safety aspects)
Largely office based, may travel between locations May need to lift / move equipment etc. such as computer monitors
Creativity; discretion; impact: concentration
Make informed decisions about referred problems within a level of delegated authority. Analyse relevant policy / procedure to give a qualitative answer. Proactively seek out information and apply judgement to identify solutions using own initiative. Work within own specialism and Council policies and procedural framework, impact may be beyond the section level or internal service area.
Planning requirement
Medium term planning requirement over a period of generally up to 6 months. Need to take account of external influences, deadlines and Council reporting requirements.
Key facts and figure ranges (include likely size of any team managed)
No formal team management responsibilities May be involved in processing/authorising invoices and/or monitoring budget expenditure May monitor service/corporate budgets in excess of £12m
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Degree / HND or equivalent. May be part qualified in own discipline and working towards professional qualification. Specialist/technical knowledge in a key area, including in depth knowledge of relevant Council systems, policies and procedures. Awareness of SBC and National context. Ability to provide specialist advice and guidance.
Equipment operated and essential skills
Computer. Office equipment. IT literate in standard office software. Full operating knowledge of relevant SBC computer systems.