Glasgow City Council
Role Profile Description

Date	**May 2006**
Family	**Social Renewal, Learning and People Development**
Role profile Level Number	1
Reporting line (general)	
Purpose	
To support the development of capacity in people or groups of people and communities.	
Work area statement	
Action	**End Result**
Implementation	
Prepare for a defined programme/ activity to take place within a specified timescale.	• The programme/activity takes place to required content and standards
Delivery	
Support the delivery of a specific programme/activity under direction.	• The programme/activity is delivered effectively
Co-ordination	
Ensure the availability of the necessary materials and equipment required to deliver the programme/activity.	• Materials and equipment is effectively delivered and in working order to enhance the programme/activity
Service needs analysis	
Carry out routine record keeping.	• Records are maintained in an accurate and complete manner in the required format • The impact on the individual/group can be assessed

Nature of contacts and relationship (who and the nature of the communications)
Contact with the public, clients and client groups – answering questions and providing information – clients and client groups may include vulnerable children and adults.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Predominantly in Council premises. May involve dealing with challenging behaviour and provide intimate and personal care for younger people.
Procedural Context (creativity, discretion, impact)
Providing services within well established instructions and standards.
Key facts and figure ranges (include likely size of any team managed)
Post holders will be responsible for setting up the work area including use of any equipment.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Basic literacy.
Work knowledge
Basic knowledge of the discipline and nature of facilities and client groups.
Work skills and equipment operated
General office and school/college equipment and materials.
Key Competency Requirement

	Competency	Level
1	Collaboration	1
2	Communicating	1
3	Self-development	1
4	Motivation	1
5	Attitude	1
6		
7		
8		