Glasgow Life

Role Profile Description

Date	**January 2006**
Family	**Business Support**
Role profile Level Number	**5**
Reporting line (general)	
Purpose	
To organise and control complex areas of work and team performance.	
Work area statement	
Action	**End Result**
Business Guidance	
Provide expert advice to internal customers and external partners; represent own function across services internally and externally.	• Appropriate action taken • Legislative and procedural compliance • Expert advice given to internal and external bodies as required
Business Service Delivery	
Conduct business analyses and produce bespoke reports to inform senior management and Board	• Senior management and Board decisions are taken with full available information
Projects	
Organise and control operational delivery of projects or initiatives including deployment and planning of resources.	• Meeting of project milestones and delivery KPIs
Resource management	
Control and organise delegated resources.	• Proper and effective application of resources • Meeting of KPIs
People and Performance management	
Monitor team performance against target indicators and take steps to resolve any issues arising.	• Timely delivery of service • Meeting of service performance KPIs • Delivery of team objectives
Conduct discipline, grievance and absence management procedures for direct reports.	• Meeting of Company requirements • Control of absence
Organise, develop and motivate a team of staff; review development needs with team, make training recommendations and coach staff.	• Ensure that the team is willing and capable of achieving the required outputs • HR procedures met • Development and succession plans in place • Skilled and motivated staff
Continuous improvement	
Review process and make recommendations for change and improvement.	• Efficient service delivery
Compliance	
Monitor and enforce compliance standards throughout team.	• Proper processes implemented • Legislative and procedural compliance

Nature of contacts and relationship (who and the nature of the communications)
Support and guidance of internal and external customers. Work in partnership with external agencies. Represent function operationally across services and externally. Management of staff.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Office or public building based.
Procedural Context (creativity, discretion, impact)
Some discretion around allocation of resources within given delegated parameters. Responsible for operational, project and business decisions (moderate risk and impact). Provision of expert advice and bespoke interventions with customers.
Key facts and figure ranges (include likely size of any team managed)
May have 4 direct report or 6-12 direct reports. Typically no indirect reports. Likely to involve limited resource allocation.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Relevant degree preferable or equivalent experience. Professional accreditation desirable or essential.
Work knowledge
Expertise in own area of specialism. In-depth function specific technical, professional and legislative knowledge. In-depth knowledge of relevant systems, procedures and regulations. Awareness of strategic aims of the Company. Experience of supervision desirable.
Work skills and equipment operated
Working knowledge of relevant software and hardware. Project management skills. IT literacy.
Key Competency Requirement

	Competency	Level
1	Providing Excellent Customer Service - Customer Orientation	2
2	Providing Excellent Customer Service - Forward Thinking	3
3	Delivering Results – Planning	3
4	Personal Effectiveness – Communicating	2
5	Personal Effectiveness - Influencing	2
6	Personal Effectiveness – Decision Making	2
7	Leadership – Providing Support	3