Role Profile

Date	**1 June 2007**
Family	**Business & Service Support**
Role Profile Level	**2S**

PURPOSE
To review and interpret information within a closely defined area to provide support and input to advice and informed decision making, and supervise the work of a small team of junior staff.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Prioritise own daily / weekly routine tasks and occasionally allocated ad-hoc work, and organise work allocation for a team.	• Routines adhered to • Schedules / work cycles met • Work delivered on time
Work – investigation	
Identify, seek out, verify and collate information.	• Appropriate & relevant information • Information provided as requested • Standard formats & procedures followed
Work – analysis	
Analyse the data, arrive at conclusions & feed into given process.	• Sound analysis of data • Problem areas recognised & identified • Useful conclusions & output • Work done within defined parameters
Customer service	
Engage & interact with customers, respond to customer queries and provide basic advice & guidance.	• Factual answers given accurately • "Grey areas" referred promptly • Customers aware of situation & correct procedure
Compliance	
Monitor, check & validate operational tasks and the implementation of SBC procedures, as instructed.	• Non-compliance flagged up • Action initiated • Management kept informed
Performance Management	
Provide feedback on work progress & problems, and produce mainly standard reports as necessary.	• Correct format followed, or developed for ad-hoc work • Reports available on time • Items for action & problems identified
People management	
Supervise, organise, advise & motivate a small team of junior staff.	• Keen, capable & informed staff • Technical & procedural advice given • Discipline maintained • Adherence to personnel policies

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Team / colleagues – work with, exchange information, seek/give advice. Management – receive instruction, seek advice & clarification. Customers – engage & interact with, provide response to queries, may have to deal with challenging customers. Supervise a small team with responsibility for discipline, performance management, etc
Working Environment Context (physical, disagreeable, health and safety aspects)
Largely office based, often working with computers / equipment May need to lift / move equipment etc. such as computer monitors
Creativity; discretion; impact: concentration
Working within a given framework of procedures and systems. Answers given to queries will be within established framework, complicated matters will be referred for advice and action. Concentration on accuracy and computer screen activities. Often dealing with significant amount of confidential information, which may include financial information.
Planning requirement
Organising own work & setting priorities to complete given set of tasks on time. Plan and set priorities for the team to complete set tasks to deadlines.
Key facts and figure ranges (include likely size of any team managed)
Team of junior staff, typically up to 5. May be involved in financial transactions, such as processing invoices and handling cash
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.)
Good standard of education including literacy and numeracy. SVQ 3, HNC, AAT or equivalent qualification desirable Understanding of own business area in terms of policy and regulations; analytical skills to assess information and derive answers; experience of public sector to appreciate framework of rules etc.
Equipment operated and essential skills
Computer. Office equipment. IT literate in standard office software. Full operating knowledge of relevant SBC computer systems.