

## Role Profile

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|---------------------------|-------------------------------|
| <b>Date</b>               | <b>1 June 2007</b>            |
| <b>Family</b>             | <b>Service Administration</b> |
| <b>Role Profile Level</b> | <b>4A</b>                     |

### PURPOSE

To provide business information to support operational delivery and/or provide personal support to senior management.

| ROLE ACCOUNTABILITY                                                                                                                                            | END RESULT                                                                                                                                                                                                                                                                                                            |
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| <b>Services</b>                                                                                                                                                |                                                                                                                                                                                                                                                                                                                       |
| Make real time service decisions in response to operational issues in line with local procedures and established guidance.                                     | <ul style="list-style-type: none"> <li>• Efficient and timely service delivery</li> <li>• Provision of customer service to required standard</li> </ul>                                                                                                                                                               |
| <b>Information and Data Management</b>                                                                                                                         |                                                                                                                                                                                                                                                                                                                       |
| Consolidate and report various sources of relevant information to inform others; interpret and analyse data and make recommendations for action to management. | <ul style="list-style-type: none"> <li>• Provision of detailed and accurate management information</li> <li>• improvement of process efficiency and quality of service</li> </ul>                                                                                                                                     |
| Assess and verify a range of data and resolve exceptions.                                                                                                      | <ul style="list-style-type: none"> <li>• Data verified and exceptions resolved</li> </ul>                                                                                                                                                                                                                             |
| <b>Customer Guidance</b>                                                                                                                                       |                                                                                                                                                                                                                                                                                                                       |
| Provide information to customers on request; maintain high level of service knowledge.                                                                         | <ul style="list-style-type: none"> <li>• Provision of accurate and up to date information to customers</li> </ul>                                                                                                                                                                                                     |
| <b>Complaints</b>                                                                                                                                              |                                                                                                                                                                                                                                                                                                                       |
| Resolve a range issues from internal and external customers, referring more complex issues as required.                                                        | <ul style="list-style-type: none"> <li>• Provide an answer to the issue</li> <li>• Provision of customer service to required standard</li> <li>• Support of colleagues</li> </ul>                                                                                                                                     |
| <b>People Management</b>                                                                                                                                       |                                                                                                                                                                                                                                                                                                                       |
| Support and guide team members in carrying out relevant work processes.                                                                                        | <ul style="list-style-type: none"> <li>• Work achieved to standard and quality</li> </ul>                                                                                                                                                                                                                             |
| <b>Office services</b>                                                                                                                                         |                                                                                                                                                                                                                                                                                                                       |
| Carry out a range of personal and administrative support services for a senior manager(s)                                                                      | <ul style="list-style-type: none"> <li>• Schedule meetings and events</li> <li>• Travel arrangements for senior colleague(s)</li> <li>• Efficient use of time and resource</li> <li>• Committee and other reports produced and distributed efficiently</li> <li>• Support senior colleagues and management</li> </ul> |
| Take meeting minutes for internal and external use                                                                                                             | <ul style="list-style-type: none"> <li>• Accurate record of the meeting and actions agreed</li> </ul>                                                                                                                                                                                                                 |
| Develop, implement and monitor procedures and processes to support operational needs                                                                           | <ul style="list-style-type: none"> <li>• Effective procedures and processes in place</li> </ul>                                                                                                                                                                                                                       |
| Diary management – proactively, identify potential conflicts in priorities and resolve issues                                                                  | <ul style="list-style-type: none"> <li>• Effective and efficient use of time</li> </ul>                                                                                                                                                                                                                               |
| <b>Systems</b>                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                       |
| Test and check system and process functionality                                                                                                                | <ul style="list-style-type: none"> <li>• Systems work effectively and kept up to date.</li> </ul>                                                                                                                                                                                                                     |

| <b>Resources</b>                                                                                                        |                                                                                                                                                                                                                                                                                          |
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| Deploy resources within guidelines to respond to customer problems or emergency situations.                             | <ul style="list-style-type: none"> <li>• Efficient use of resources</li> <li>• Provision of assistance to the public</li> <li>• Health and safety of service users</li> <li>• Timely delivery of appropriate resource</li> <li>• Events organised efficiently and effectively</li> </ul> |
| May carry risk assessments and keep inventories                                                                         | <ul style="list-style-type: none"> <li>• Resources identified and accurately monitored</li> <li>• Managers informed of maintenance or security issues</li> </ul>                                                                                                                         |
| <b>Financial Transactions</b>                                                                                           |                                                                                                                                                                                                                                                                                          |
| Monitor and reconcile financial transactions; authorise refunds of overpayments. May include supervising client monies. | <ul style="list-style-type: none"> <li>• Monies reach the correct destination in a timely manner</li> </ul>                                                                                                                                                                              |

| <b>WORKING CONTEXT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Nature of contacts and relationship</b><br>(who and the nature of the communications)                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Communication with other agencies and limited contact with elected Members</li> <li>• Typically involves supporting internal and external customers</li> <li>• May involve direct contact with members of the public including difficult service users</li> <li>• Provide support and guidance to colleagues</li> </ul>                                                                                                                            |
| <b>Working Environment Context</b> (physical, disagreeable, health and safety aspects)                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>• Office or public building based</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Creativity; discretion; impact: concentration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Act within guidelines and standard procedure</li> <li>• May include financial reconciliation and recommending small-mid level refunds</li> <li>• Day to day operational decision making</li> </ul>                                                                                                                                                                                                                                                 |
| <b>Planning requirement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• Weekly work planning for specific area</li> <li>• Contribute to team planning</li> </ul>                                                                                                                                                                                                                                                                                                                                                           |
| <b>Key facts and figure ranges</b> (include likely size of any team managed)                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• No direct line management</li> <li>• Monitor Supplies stationery budget and petty cash float</li> </ul>                                                                                                                                                                                                                                                                                                                                            |
| <b>Knowledge and qualifications</b> (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.)                                                                                                                                                                                               |
| <ul style="list-style-type: none"> <li>• HND desirable</li> <li>• Working knowledge of who Council colleagues are and what they do</li> <li>• Understanding of how to deal with customers to required standards of service</li> <li>• Full working knowledge of processes, procedures, systems and regulations within area of operation</li> <li>• Knowledge of service provided in own area and service specific guidelines</li> <li>• Knowledge of multiple services desirable</li> </ul> |
| <b>Equipment operated and essential skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Thorough working knowledge of relevant software packages (e.g. Microsoft Word, Excel) management information systems                                                                                                                                                                                                                                                                                                                                                                        |