

## Role Profile

|                           |                                        |
|---------------------------|----------------------------------------|
| <b>Date</b>               | <b>1 June 2007</b>                     |
| <b>Family</b>             | <b>Community Advice &amp; Services</b> |
| <b>Role Profile Level</b> | <b>4A</b>                              |

### PURPOSE

To provide a specialised service to enable customers to make safe and secure use of a service or facility.

| ROLE ACCOUNTABILITY                                                                                                | END RESULT                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Operations</b>                                                                                                  |                                                                                                                                                                                                  |
| Provide a specialist service to enable users to access & utilise assets and information safely and securely.       | <ul style="list-style-type: none"> <li>Quality, accuracy, security, etc standards achieved</li> <li>Satisfied users</li> </ul>                                                                   |
| <b>People Management</b>                                                                                           |                                                                                                                                                                                                  |
| Plan, organise and allocate work for self and others to complete it within set framework, standards, & timescales. | <ul style="list-style-type: none"> <li>Work done to time and standards</li> </ul>                                                                                                                |
| <b>User Support</b>                                                                                                |                                                                                                                                                                                                  |
| Provide advice to customers on matters concerning the specialised field, and keep up to date with developments.    | <ul style="list-style-type: none"> <li>Sound advice given / proffered</li> <li>Informed customers</li> <li>Appropriate level of personal expertise &amp; knowledge base maintained</li> </ul>    |
| Receive and resolve customer queries and complaints, referring serious issues as necessary.                        | <ul style="list-style-type: none"> <li>Satisfied customers &amp; general public</li> <li>Incidents reported as required by procedures</li> </ul>                                                 |
| <b>Risk management</b>                                                                                             |                                                                                                                                                                                                  |
| Assess the work situation, identify the relevant precautionary, safety, and security measures and act accordingly. | <ul style="list-style-type: none"> <li>Safe environment</li> <li>Proper tools and equipment utilised</li> <li>Proper precautions known &amp; taken</li> </ul>                                    |
| <b>Reports</b>                                                                                                     |                                                                                                                                                                                                  |
| Collect information and compile reports.                                                                           | <ul style="list-style-type: none"> <li>Procedures adhered to and recorded</li> <li>Reports made accurately &amp; on time</li> <li>Accurate and complete records</li> </ul>                       |
| <b>Resources</b>                                                                                                   |                                                                                                                                                                                                  |
| Collect cash from a variety of sources and/or individuals, reconcile daily and bank.                               | <ul style="list-style-type: none"> <li>Correct cash received &amp; change given</li> <li>Takings secure, reconciled &amp; banked daily</li> <li>Receipts correctly issued as required</li> </ul> |

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| <b>WORKING CONTEXT</b>                                                                                                                                                                                                                                                                        |
| <b>Nature of contacts and relationship</b><br>(who and the nature of the communications)                                                                                                                                                                                                      |
| Responding to specific and more complex enquiries from internal and external customers. Mentoring and supporting junior colleagues. Providing services to internal service users.                                                                                                             |
| <b>Working Environment Context</b> (physical, disagreeable, health and safety aspects)                                                                                                                                                                                                        |
| Mainly office based – sometimes in historic buildings or out of doors.<br>May be lone workers or travelling between locations.                                                                                                                                                                |
| <b>Creativity; discretion; impact: concentration</b>                                                                                                                                                                                                                                          |
| Work carried out to budget and plans; defined standards.                                                                                                                                                                                                                                      |
| <b>Planning requirement</b>                                                                                                                                                                                                                                                                   |
| Plans own work and priorities<br>Contributes to the development and delivery of team plans                                                                                                                                                                                                    |
| <b>Key facts and figure ranges</b> (include likely size of any team managed)                                                                                                                                                                                                                  |
| No specific team supervision some responsibility for cash handling                                                                                                                                                                                                                            |
| <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.) |
| Specialist trained in discipline with relevant accreditation, as appropriate SVQ 2<br>Knowledge of work area. SVQ2                                                                                                                                                                            |
| <b>Equipment operated and essential skills</b>                                                                                                                                                                                                                                                |
| Ability to set up, adjust, and continue to use complex equipment<br>Complex equipment (inc. computers, specialised equipment)                                                                                                                                                                 |