

Glasgow City Council
Role Profile Description

Date	June 2006
Family	Social Renewal, Learning and People Development
Role profile Level Number	3
Reporting line (general)	
Purpose	
To develop the capacity of individual and groups of people.	
Work area statement	
Action	End Result
Service needs analysis	
Investigate and analyse need.	Content and programme priorities are established
Programme Planning	
Develop and agree a course of action covering the short and medium term.	Programmes and activities are delivered to an agreed schedule to which clients buy in
Design	
Gather information from the client/client group. Maintain a data base of relevant knowledge, experience, policy and resources.	- Appropriate programme/plan is developed to which clients buy in - Programmes are well informed and reflect good practice
Co-ordination	
Establish and maintain communication channels with parallel and other relevant programme and activity leaders and others as required.	- Programmes are compatible and complementary with each other - Best use is made of resources to achieve optimum value
Planning	
Contribute to work planning and resource allocation.	Resources are organised and used effectively
Instruct and guide colleagues in the distribution and conduct of work in the team.	- Work is of the team is given fairly to team members - The team's tasks complete to standards and quantity
Implementation	
Assure the effective and appropriate delivery of content.	- Quality assurance reviews - Programmes/activities are delivered in a well structured manner - Improvements are identified and implemented

Nature of contacts and relationship (who and the nature of the communications)		
Delivering services and gathering and providing information to members of the public, parents and children (pre 5) and to colleagues.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
May be dealing with volatile clients, unsocial hours may involve working alone – inside or out of doors.		
Procedural Context (creativity, discretion, impact)		
Will be involved in developing client action plans, and undertaking needs analysis generally working with individual or small group of clients.		
Key facts and figure ranges (include likely size of any team managed)		
May oversee colleagues undertaking associated or support duties but no formal management or supervisory or budget responsibilities.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
A vocational qualification relevant to the work area and good practical knowledge of subject area.		
Work knowledge		
A thorough knowledge of working practices and policy.		
Work skills and equipment operated		
Ability to use equipment relevant to the work area (sports, workshop, outdoor).		
Key Competency Requirement		
	Competency	Level
1	Decision making	1
2	Self development	2
3	Customer orientation	2
4	Forward thinking	2
5	Motivation	1
6		
7		
8		