

Role Profile

Date	1 November 2007
Family	Business & Service Support
Role Profile Level	3S

PURPOSE

To provide advice and support to internal / external customers based on analysis and interpretation of varied information and supervise the work of a small team of staff.

ROLE ACCOUNTABILITY	END RESULT
Planning	
Prioritise own daily / weekly routine tasks and occasionally allocated ad-hoc work, may allocate work to colleagues	• Routines adhered to • Schedules / work cycles met • Work delivered on time
Work – investigation	
Analyse and assess given situations to identify and anticipate potential problems.	• Appropriate & relevant information • Problem areas recognised & identified • Useful conclusions drawn • Solutions to problems proffered
Customer service	
Engage & interact with customers, respond to customer queries and provide specific advice & guidance.	• Factual answers given accurately • Qualitative response given • Customers aware of situation & correct procedure • Policy issues referred
Financial Management	
Support managers on the preparation and monitoring of budgets for service/corporate areas	• Budget holders supported in developing and monitoring budgets • Variances identified and flagged
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	
Compile information & statistics to meet SBC / regulatory guidelines. Provide standard reports as required	• Returns accurate & complete • Reports in on time • Problems identified • Actions required suggested
People management	
Supervise, organise, advise and motivate a team.	• Technical & procedural advice given • Quality of team outputs maintained

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Team / colleagues, groups & individuals internally & externally – work with, exchange information, explain straightforward matters, seek/give advice. Management – receive instruction, seek advice & clarification and explain analyses. Customers – engage & interact with, provide response to queries. May have to deal with challenging customers. Supervise a team with responsibility for discipline, performance management etc.
Working Environment Context (physical, disagreeable, health and safety aspects)
Largely office based. May need to lift / move equipment etc. such as computer monitors
Creativity; discretion; impact: concentration
Make informed recommendations about referred problems. Analyse relevant policy / procedure to give a qualitative answer within established framework, complicated matters will be referred for advice and action. Concentration on accuracy, data analysis etc. Deals with significant amount of confidential information which will include financial information.
Planning requirement
Organising own work & setting priorities over a working time schedule to complete activities to meet requirements. 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 staff, typically up to 5. May be involved in processing invoices and/or monitoring budget expenditure
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.)
HNC, AAT, SVQ 3 or equivalent relevant qualification. 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. Awareness of quality tools e.g. EQFM framework. Awareness of SBC and National context.
Equipment operated and essential skills
Computer. Office equipment. IT literate in standard office software. Full operating knowledge of relevant SBC computer systems.