

Glasgow City Council

Role Profile Description

Date	January 2006
Family	Clerical and Administrative Processing
Role profile Level Number	4b
Reporting line (general)	
Purpose	
To supervise a team to provide business information and support operational delivery.	
Work area statement	
Action	End Result
Delivery of services	
Make real time service decisions in response to operational issues in line with local procedures and established guidance. Check service delivery and processes are in line with legislative developments.	• Efficient and timely service delivery • Provision of customer service to required standard • Processes carried out in line with legislative procedures
Data Management	
Consolidate and report various sources of relevant information to inform others; interpret data and make recommendations for action to management.	• Provision of detailed and accurate management information
Customer Guidance	
Provide information to customers on request; maintain high level of service knowledge.	• Provision of accurate and up to date information to customers
Issue Resolution	
Resolve escalated or complex issues from internal and external customers.	• Provide an answer to the issue • Provision of customer service to required standard • Support of colleagues
People Management	
Supervise, allocate and review the day to day work of the team.	• Efficient service delivery • Achievement of work objectives • Proper conduct of staff • Resolve deficiencies of performance through discipline and grievance procedures • Meeting of attendance and performance targets
People Development	
Assist in the leading, developing and motivating a team of staff.	• Communication of wider team development needs to manager • Development of team members' skills and knowledge so they are capable of achieving the required performance
Resource Management	
Deploy resources within guidelines to respond to customer problems or emergency situations.	• Efficient use of resources • Provision of assistance to the public • Health and safety of service users • Timely delivery of appropriate resource
Utilise all available and appropriate business systems.	• Ensure high level of data integrity
Financial Transactions	
Monitor and reconcile financial transactions; authorise refunds of overpayments.	• Monies reach the correct destination in a timely manner

Nature of contacts and relationship (who and the nature of the communications)		
Direct day-to-day supervision of staff. Typically involves supporting internal customers. May involve direct contact with members of the public including escalated difficult service users.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Office or public building based. May involve occasional visits to people in their homes without prior risk assessment.		
Procedural Context (creativity, discretion, impact)		
Act within guidelines and standard procedure. May include financial reconciliation and authorisation of small-mid level refunds. Day to day operational decision making. Deals with escalated issues from levels 1-3.		
Key facts and figure ranges (include likely size of any team managed)		
Supervision of 2-3 staff (call centre may supervise 14 staff).		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
No qualifications required for majority of roles. SVQ L3 Essential for call centre roles. Proficient reading, writing and numeracy.		
Work knowledge		
Experience of supervising staff desirable but not essential. Working knowledge of who Council colleagues are and what they do. Understanding of how to deal with customers to required standards of service. Full working knowledge of processes, procedures and systems within area of operation. Knowledge of service provided in own area and service specific guidelines. Knowledge of multiple services desirable. Understanding to effectively investigate records and data to answer queries.		
Work skills and equipment operated		
Thorough working knowledge of relevant software packages (e.g. Microsoft Word, Excel, SAP).		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness: Communicating	2
2	Personal Effectiveness: Decision Making	1
3	Personal Effectiveness: Influencing	1
4	Providing Excellent Customer Service: Customer Orientation	2
5	Providing Excellent Customer Service: Forward Thinking	2
6	Managing Change: Attitude	2