

Glasgow City Council

Role Profile Description

Date	January 2006
Family	Business Support
Role profile Level Number	2b
Reporting line (general)	
Purpose	
To provide standard guidance and support to internal customers in a specialist area with a team.	
Work area statement	
Action	End Result
Business Service Delivery	
Analyse trends in management information and prioritise elements for further review by budget holders and managers.	• Provision of KPI information, reports and applications • Recommendations for further attention
Supervision	
Allocate tasks and supervise the day to day work of staff.	• Staff usefully employed • Work done to time • Staff understand tasks and method • Team objectives are achieved
Business Guidance	
Provide standard advice and guidance to internal customers in a specialist business area within practice and precedent.	• Answers to issues or re-direct to an appropriate alternative • Provision of customer service to appropriate level • Legislative and procedural advice compliance issues
Case management	
Organise specialist support to internal customers for identifiable events/projects and keep accurate records of actions and outcomes.	• Effective actions and support provided • Accurate and complete records kept • Meeting of service performance KPIs for the assigned activity

Nature of contacts and relationship (who and the nature of the communications)		
Support and guidance of internal customers. Liaise with external contacts regarding operational delivery matters. Supervision of staff.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Office or public building based.		
Procedural Context (creativity, discretion, impact)		
Minimal discretion. Work routine, allocated and supervised. Work within legislative and procedural guidelines.		
Key facts and figure ranges (include likely size of any team managed)		
Day to day supervision of 2-6 members of staff.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Degree, HNC or HND or equivalent experience desirable for some functions. Proficient reading, writing and numeracy.		
Work knowledge		
Understanding of relevant systems, procedures and regulations. Knowledge of particular practices and precedents within the Council.		
Work skills and equipment operated		
Working knowledge of relevant software and hardware. IT literacy.		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness - Communicating	1
2	Personal Effectiveness - Self Development	1
3	Personal Effectiveness - Decision Making	1
4	Providing Excellent Customer Service - Collaboration	1
5	Providing Excellent Customer Service - Customer Orientation	1
6	Managing Change – Attitude	1
7	Delivering Results – Planning	1
8	Leadership – Provides Support	1