Role Profile

Date	**1 June 2007**
Family	**Community Advice & Services**
Role Profile Level	**5A**

PURPOSE
To provide a specialised service to enable customers to make informed use of the service or facility and may organise the operational delivery of a specific service to standards and budgets.

ROLE ACCOUNTABILITY	**END RESULT**
Operations	
Plan and organise work and projects to complete it within set framework, standards, & timescales.	• Work done to time and standards
Provide a specialist service involving complex processes to enable users to access, examine & utilise assets and information.	• Quality, accuracy, etc standards achieved • Satisfied users
People Management	
Allocating and checking work and mentoring assistants	• Work completed to required standard • Staff trained and familiar with expert area
User Support	
Provide advice to colleagues and customers on matters concerning the specialised field, and keep up to date with developments.	• Sound advice given / proffered • Informed customers • Appropriate level of personal expertise & knowledge base maintained
Risk Management	
Make the workforce aware of all safety and security issues concerning the work and its environment.	• Health & Safety compliance assured • Information bulletins issued • Workforce understand obligations
Reports	
Collect information, compile and submit reports.	• Procedures adhered to and recorded • Reports made accurately & on time • Accurate and complete records
Resources	
Provide information for budget preparation, implement the approved budget, and monitor the cash / income stream.	• Accurate & complete data, on time • Costs kept within target • Correct income received and banked

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
General public, users, partners to answer queries & problems and discuss service improvements, guide out of facility in emergencies; Others in the same field to keep up to date with developments, best practice.
Working Environment Context (physical, disagreeable, health and safety aspects)
Internal & outside; In council buildings and undertaking home visits
Creativity; discretion; impact: concentration
Work carried out to specification, standards and guidelines. May be undertaking research to identify solutions and manipulating data.
Planning requirement
Planning and organising own work and fitting in with others projects
Key facts and figure ranges (include likely size of any team managed)
No specific team supervision – may be mentoring assistants
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.)
Further education qualification or equivalent, specialist trained in discipline with relevant accreditation, as appropriate SVQ3
Equipment operated and essential skills
Ability to set up, adjust, and continue to use complex equipment Complex equipment (inc. computers, specialised equipment)