Glasgow Life

Role Profile Description

Date	**January 2006**
Family	**Business Support**
Role profile Level Number	**4**
Reporting line (general)	
Purpose	
To organise and control complex areas of work and support business delivery.	
Work area statement	
Action	**End Result**
Business Guidance	
Provide expert specialist advice to internal customers and external partners.	• Provision of appropriate information and recommendations • Informed decisions and actions taken by internal customer • Legislative and procedural compliance
Projects	
Organise and control operational delivery of projects or initiatives including deployment and planning of resources.	• Delivery of project objectives to specification, time and cost
Guide and supervise project team members in the specialist methods and techniques.	• Quality of project work • Technical development of staff
Business Service Delivery	
Control and organise complex service advice and/or delivery to support business needs.	• Policy interpretation and application • Provision of business services
Resource management	
Control and organise delegated resources.	• Proper and effective application of resources • Meeting of KPIs
Reports	
Produce bespoke and complex reports for senior management.	• Current and relevant information is prepared • Management and Board decisions are informed
Continuous improvement	
Review process and make recommendations for necessary improvements.	• Efficient service delivery • Cost reductions
Relationships	
Represent own function across services internally.	• Awareness of purpose, services and requirements of function • Co-operation between functions is promoted • Activities and actions of other functions consider own functions needs.
Compliance	
Ensure compliance and proper committee decision-making procedures are followed within Company; check quality of work produced by others.	• Legislative and procedural compliance • Work produced is to required standard
Commercial	
Perform high value transactions and negotiate external contracts on behalf of the Company.	• Delivery of Company decisions • Best value contracts • Sound terms and conditions • Clarity of roles for all parties • Legislative and procedural compliance

Nature of contacts and relationship (who and the nature of the communications)
Support and work directly with senior management. Work in partnership with external agencies. Represent function operationally across services and externally.
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
Office or public building based.
Procedural Context (creativity, discretion, impact)
Responsible for operational and project decisions (contained risk and moderate impact). Provision of expert advice and bespoke interventions with senior management.
Key facts and figure ranges (include likely size of any team managed)
No staff management. Likely to involve limited control and planning of financial project resources.
Skills, knowledge and qualifications
Formal qualifications required. Essential and generally preferred
Relevant degree preferable or equivalent experience. Professional accreditation desirable or essential.
Work knowledge
Function specific technical, professional and legislative knowledge. Working knowledge of relevant systems, procedures and regulations.
Work skills and equipment operated
Working knowledge of relevant software and hardware. Project management skills. IT literacy.
Key Competency Requirement

	Competency	Level
1	Personal Effectiveness – Decision Making	2
2	Providing Excellent Customer Service - Customer Orientation	2
3	Providing Excellent Customer Service - Forward Thinking	2
4	Delivering Results – Planning	1
5	Personal Effectiveness – Communicating	2
6	Personal Effectiveness - Influencing	2