

Together trust

Role Profile Description

<b>Date</b>	<b>June 2015</b>
<b>Family</b>	<b>Organisational Support</b>
<b>Role Profile Level Number</b>	<b>30</b>
<b>Purpose</b>	
To provide advice and conclusions from review of complex information to customers and clients.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Planning</b>	
Organise own workload, and possibly that of a small group, to meet deadlines and standards.	<ul style="list-style-type: none"> <li>• Work deadlines met</li> <li>• Relevant standards achieved</li> </ul>
<b>Work - Analysis</b>	
Research, analyse and assess given situations to anticipate circumstances and arrive at conclusions as a basis for advice.	<ul style="list-style-type: none"> <li>• Sound conclusions reported and presented</li> <li>• Potential concerns identified</li> </ul>
<b>Work - Projects</b>	
Contribute to complex projects, taking a key role and/or undertake “smaller” projects to timescales and deliverables.	<ul style="list-style-type: none"> <li>• Quality contribution</li> <li>• Targets met, timescales, deliverables</li> </ul>
<b>Work - Advice</b>	
Provide considered advice on/about own functions to inform decision making.	<ul style="list-style-type: none"> <li>• Good advice given on time</li> <li>• Management able to make informed decisions</li> </ul>
<b>Reports</b>	
Compile complex information and statistics for the Trust guidelines and compliance.	<ul style="list-style-type: none"> <li>• Reports presented on time</li> <li>• Returns accurate and complete</li> <li>• Non-compliance identified and action recommended</li> </ul>
<b>Customer Service</b>	
Represent the service to provide specific advice and gather information.	<ul style="list-style-type: none"> <li>• Advice given in accord with Trust’s policy</li> <li>• Information gathered to inform Trust’s policy formulation within the service</li> </ul>
<b>Service Improvement</b>	
Review and modify/update Trust’s procedures and systems to improve the service delivery as part of continuous service improvement.	<ul style="list-style-type: none"> <li>• Opportunities for service improvement identified</li> <li>• Problem areas identified and actions recommended</li> <li>• Contribution to service improvement</li> </ul>
<b>Compliance</b>	
Comply with Trust procedures, policies, regulations and legislation.	<ul style="list-style-type: none"> <li>• Compliance with organisational procedures, policies, regulations, and legislation</li> </ul>
<b>People Management - Team Work</b>	
Assist and support colleagues in the team.	<ul style="list-style-type: none"> <li>• Instruction and training given</li> </ul>

<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>
<ul style="list-style-type: none"> <li>• Team - share information and work together to resolve work issues; provide advice and guidance to colleagues</li> <li>• Customers (internal and/or external)- receive requests for information and advice and respond positively with specific and relevant information and explanation</li> <li>• Managers—refer unresolved complex issues</li> </ul>
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>• Office based, working at desk</li> <li>• May involve field work, travel to various sites</li> <li>• May include attending meetings out of normal working hours</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>• Working within the framework of existing policies, procedures, legislation, regulation and standards with some discretion to update both policies and procedures, for instance to respond to and comply with changes in legislation</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Prioritises own work package to meet deadlines and complete allocated tasks with some flexibility to accommodate changes in circumstances</li> <li>• Contributes to business plan for own function</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• n/a</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• NVQ/QCF Level 3 or 4 or equivalent experience</li> <li>• Relevant professional qualification or working towards or equivalent experience</li> <li>• Theoretical understanding of own specialism to be able to give considered advice both within and out of the organisation</li> <li>• Sound knowledge of legislation and regulations relevant to the service area</li> <li>• Need to understand “how and why” not just “what”</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• Computer - good ICT skills to use appropriate software</li> <li>• Analytical skills</li> <li>• Interpersonal skills</li> </ul>