

## Role profile description

<b>Date</b>	August 2020
<b>Family</b>	Organisational Support
<b>Role profile level number</b>	45S
<b>Purpose</b>	
To provide specialist advice and guidance to the Trust through a team and to manage projects/schemes.	
<b>Role accountability</b>	<b>End result</b>
<b>Planning – Trust Policy</b>	
Contribute to development of organisation's policy by provision of advice and opinion in specialist discipline.	<ul style="list-style-type: none"> <li>• Sound advice given</li> <li>• Good contribution to policy</li> <li>• Policy proposals drafted</li> <li>• Sound policy developed</li> </ul>
<b>Planning – Annual Plans and Budgets</b>	
Contribute to the development of business/team plans and budgets and monitor their implementation.	<ul style="list-style-type: none"> <li>• Sound contribution provided</li> <li>• Timescales met for work</li> <li>• Expenditure kept within budget</li> <li>• Plans and budgets delivered as agreed</li> </ul>
<b>Planning – Work Organisation</b>	
Organise work of self to meet standards and given timescales often over a number of months.	<ul style="list-style-type: none"> <li>• Deadlines met</li> <li>• Quality, standards met</li> </ul>
<b>Work – Investigation/Research</b>	
Investigate the circumstances, background and influences of difficult situations or complex projects/cases (either personally or through others) to arrive at sound conclusions and instigate change.	<ul style="list-style-type: none"> <li>• Comprehensive investigations complete</li> <li>• Defensible and innovative conclusions arrived at</li> <li>• Change happens</li> </ul>

Work - Projects	
Plan and organise given project(s) to complete to objectives, timescales, standards and budgets.	<ul style="list-style-type: none"> <li>• Project timescales and objectives met</li> <li>• Budgets met</li> </ul>
Work – Advice - Specialist	
Provide guidance and advice on non-routine matters and difficult situations in support of the Trust in own area of expertise (on request).	<ul style="list-style-type: none"> <li>• Requests answered constructively</li> <li>• Sound advice given</li> <li>• Timescales met</li> </ul>
Work – Advice - General	
Participate in corporate and functional teams to contribute specialist advice to develop policies, systems and improved working approaches.	<ul style="list-style-type: none"> <li>• Quality contribution to policy development</li> <li>• Improved working practices and approaches</li> </ul>
Compliance	
Comply with trust procedures, policies, regulations and legislation, and provide relevant advice.	<ul style="list-style-type: none"> <li>• Compliance with trust procedures, policies, regulations and legislation</li> </ul>
Customer Service - Representation	
Represent organisation in forum etc. to influence decision making to take account of trust's views and circumstances.	<ul style="list-style-type: none"> <li>• Trust's view explained and understood</li> <li>• Decisions taken with due regard to organisation's needs</li> </ul>
People Management	
Provide advice, motivate, and manage the performance of team.	<ul style="list-style-type: none"> <li>• Capable and committed team</li> <li>• Trust procedures complied with</li> <li>• Appraisal and Review of Performance carried out</li> </ul>

### **Nature of contacts and relationship (who and the nature of the communications)**

- Internal – provide advice and guidance to others in the trust; escalate significant issues as appropriate
- External – provide advice and information; influence decision making in working parties; develop and manage external relationships and activities

### **Working environment context (disruption, physical, disagreeable, health and safety aspects)**

- Office based, working at desk
- May involve field work, travel to various sites
- May include attending meetings out of normal working hours

### **Procedural context (creativity, discretion and impact)**

- Working within recognised guidelines to influence the development and changes to policies and procedures
- Providing advice on complicated and difficult situations in area of specialism where resolution may take several months

### **Planning requirement**

- Project management planning to establish resources and plan project phases
- Contributes to service and business plans

### **Key facts and figure ranges (include likely size of any team managed)**

- Manage a team
- May lead on small project

### **Skills, knowledge and qualifications**

- Professional qualification or equivalent
- Good theoretical understanding of the specialist area of expertise
- Project management capability and general management skills
- Understanding of budget processes and organisational priorities

### **Equipment operated and essential skills**

- Computer – good ICT skills to use appropriate software
- Analytical skills
- Interpersonal skills

# Role profile specific behaviours

Introduction
Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.
Positive: We take pride in celebrating the difference we make
<b>Purpose:</b> Taking a positive approach which delivers high quality people focused service
<ul style="list-style-type: none"> <li>• I build a shared vision and communicate it effectively to allow teams to work well together</li> <li>• I give and seek constructive feedback proactively and recognise great performance across services, using reward to celebrate and motivate individuals and teams</li> <li>• I use coaching skills to ensure that all staff are able to deliver confidently and to the best of their ability.</li> <li>• I take action to improve quality and positivity across the Trust</li> </ul>
Professional: We act in a fair and respectable way that recognises our collective expertise
<b>Purpose:</b> Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all
<ul style="list-style-type: none"> <li>• I role model values and standards, giving constructive feedback to others when their actions are not in line</li> <li>• I proactively identify key stakeholders' changing requirements</li> <li>• I facilitate effective working between teams to deliver results, recognising the expertise and knowledge of others</li> <li>• I understand people's expertise, strengths and weaknesses and develop them to meet Trust goals</li> </ul>

<b>Passionate:</b> <b>We encourage creative ideas and inspire one another</b>
<b>Purpose:</b> Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience
<ul style="list-style-type: none"> <li>• I seek best practice inside and outside of the Trust to benchmark and improve processes</li> <li>• I give permission to others to think differently and challenge the status quo</li> <li>• I prepare people and the organisation for major change initiatives</li> <li>• I role model good leadership to inspire great performance</li> </ul>
<b>Supportive:</b> <b>We are considerate and caring towards one another</b>
<b>Purpose:</b> Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.
<ul style="list-style-type: none"> <li>• I take time to know my own team as individuals as well as understanding other departments and services</li> <li>• I understand my personal impact and know when it is appropriate to amend my behaviour</li> <li>• I show empathy in my interactions with others</li> <li>• I empower, encourage and enable people to make them feel that they matter</li> </ul>