

# Role profile description

<b>Date</b>	August 2020	
<b>Family</b>	Administration Support	
<b>Role profile level number</b>	40A	
<b>Purpose</b>		
To organise resource and provide business information and support in a complex administrative area to internal and external customers.		
<b>Role accountability</b>	<b>End result</b>	
<b>People and Performance Management</b>		
Prepare management information and reports and provide relevant recommendations for action.	<ul style="list-style-type: none"> <li>• Information is relevant and accurate</li> <li>• Management decisions are informed</li> <li>• Effective business recommendations</li> </ul>	
May take minutes.	<ul style="list-style-type: none"> <li>• Accurate record of the meetings and actions agreed</li> </ul>	
<b>Information</b>		
Prepare management information and reports and provide relevant recommendations for action.	<ul style="list-style-type: none"> <li>• Information is relevant and accurate</li> <li>• Management decisions are informed</li> <li>• Effective business recommendations</li> </ul>	
May take minutes.	<ul style="list-style-type: none"> <li>• Accurate record of the meetings and actions agreed</li> </ul>	

<b>Finance</b>	
May monitor and reconcile financial transactions.	<ul style="list-style-type: none"> <li>• Monies reach the correct destination in a timely manner</li> </ul>
<b>Planning</b>	
May organise meetings and events and diaries for senior colleagues.	<ul style="list-style-type: none"> <li>• Efficient use of time and resources</li> <li>• Senior colleagues and managers are supported</li> </ul>
<b>People and Performance Management</b>	
Plan and organise own work and co-ordinate with other team members.	<ul style="list-style-type: none"> <li>• Allocated work completed on time to standards and quality</li> <li>• Timely response to issues arising</li> <li>• Efficient use of resource</li> </ul>
<b>Compliance</b>	
Check service delivery and processes are in line with legislative developments and quality requirements.	<ul style="list-style-type: none"> <li>• Processes carried out in line with legislatively driven procedures and quality standards</li> </ul>
<b>Service Delivery</b>	
Resolve escalated and complex issues from internal and external customers.	<ul style="list-style-type: none"> <li>• Provide an answer to the issue</li> <li>• Maintain high level of service procedural knowledge</li> </ul>
Make real time service decisions in response to operational issues in line with local procedures and established guidance.	<ul style="list-style-type: none"> <li>• Provision of customer service to required standard</li> <li>• Processes carried out in line with legislative procedures</li> <li>• Support of colleagues</li> </ul>

## Relationships and Partners

Respond to internal and external customers and trust's enquiries and operational issues.

- Enquirers are informed of situation and any action to take
- Provision of customer services and operations to required standard

May respond to any other relevant stakeholders on behalf of management.

- Timely and appropriate responses given to relevant stakeholders

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

- Typically involves supporting internal and external customers
- May involve direct contact with members of the public, senior managers and Members including escalated challenging service users

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

- Office or public building based

## Procedural context (creativity, discretion and impact)

- Act within guidelines and standard procedure
- Will interpret non standard situations and apply appropriate policy and precedent
- May include financial reconciliation  
May include problem solving

## Planning requirement

- Weekly work planning, setting out priorities short to medium term
- Contribute to team planning  
Plan and lead small projects

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

- No people management or budget responsibility
- Will provide instruction and guidance to other team members as appropriate

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

- NVQ Level 3
- Understanding of how to deal with customers to required standards of service
- Comprehensive knowledge of complex and diverse processes, procedures and systems within area of operation
- Full knowledge of service provided and service specific guidelines
- Knowledge of multiple services to effectively investigate records and data to answer queries

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

- Working knowledge of relevant software packages (e.g. Microsoft Word, Excel)
- Operation of office equipment

# 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**

### Purpose:

Taking a positive approach which delivers high quality people focused service

- I communicate clearly and effectively, setting clear expectations
- I give timely, constructive feedback, and praise appropriately to encourage great performance in individuals and teams
- I celebrate team and individual successes
- I monitor and review performance in a timely, effective, and fair way

## Professional:

**We act in a fair and respectable way that recognises our collective expertise**

### Purpose:

Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I am honest where key stakeholders needs can't be met, and offer alternative solutions.
- I develop and amend service to meet the long-term requirements of key stakeholders
- I work effectively with my own and broader teams, understanding people's capabilities and ensuring the right people are involved in tasks.
- I ensure compliance with Trust procedures and values

### **Passionate:**

**We encourage creative ideas and inspire one another**

#### **Purpose:**

Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience

- I encourage team review and sharing best practice to improve performance for my team and others
- I question ways of working in a positive way, understanding the bigger picture, putting forward new ideas through the right channels and creatively solving problems
- I explain positively why organisational changes need to be made and communicate expectations clearly
- I am proactive and prepared to take positive action rather than reacting

### **Supportive:**

**We are considerate and caring towards one another**

#### **Purpose:**

Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.

- I create a fair environment free from discrimination and abusive, aggressive or discriminatory behaviours.
- I see the development of others as a key measure of my success, acting as a role model and sharing best practice with others
- I challenge appropriately and speak up about any issues or concerns
- I help people to make decisions for themselves