

Role profile description

Date	August 2020
Family	Organisational Support
Role profile level number	30
Purpose	
To provide advice and conclusions from review of complex information to customers and clients.	
Role accountability	End result
Planning	
Organise own workload, and possibly that of a small group, to meet deadlines and standards.	• Work deadlines met • Relevant standards achieved
Work – Analysis	
Research, analyse and assess given situations to anticipate circumstances and arrive at conclusions as a basis for advice.	• Sound conclusions reported and presented • Potential concerns identified
Work - Projects	
Contribute to complex projects, taking a key role and/or undertake “smaller” projects to timescales and deliverables.	• Quality contribution • Targets met, timescales, deliverables
Work Advice	
Provide considered advice on/about own functions to inform decision making.	• Good advice given on time • Management able to make informed decisions
Reports	
Compile complex information and	• Reports presented on time

statistics for Trust guidelines and compliance.	• Returns accurate and complete • Non-compliance identified and action recommended
Customer Service	
Represent the service to provide specific advice and gather information.	• Advice given in accord with Trust's policies • Information gathered to inform Trust's policy formulation within the service
Service Improvement	
Review and modify/update Trust's procedures and systems to improve the service delivery as part of continuous service improvement.	• Opportunities for service improvement identified • Problem areas identified and actions recommended • Contribution to service improvement
Compliance	
Comply with Trust procedures, policies, regulations and legislation.	• Compliance with organisational procedures, policies, regulations, and legislation
People Management – Team Work	
Assist and support colleagues in the team.	• Instruction and training given
Nature of contacts and relationship (who and the nature of the communications)	
• Team – share information and work together to resolve work issues; provide advice and guidance to colleagues • Customers (Internal and/or external)– receive requests for information and advice and respond positively with specific and relevant information and explanation • Managers—refer unresolved serious problems	

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 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
Planning requirement
• Prioritises own work package to meet deadlines and complete allocated tasks with some flexibility to accommodate changes in circumstances • Contributes to business plan for own function
Key facts and figure ranges (include likely size of any team managed)
• n/a
Skills, knowledge and qualifications
• NVQ/QCF Level 3 or 4 or equivalent experience • Relevant professional qualification or working towards or equivalent experience • Theoretical understanding of own specialism to be able to give considered advice both within and out of the organisation • Sound knowledge of legislation and regulations relevant to the service area • Need to understand “how and why” not just “what
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
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