

Role profile description

Date	August 2020
Family	Organisational Support
Role profile level number	50A
Purpose	
To provide specialist business support, advice and guidance across the trust and partners.	
Role accountability	End result
Planning – Trust Policy	
Identify and assess implications of external changes and initiatives so as to provide advice on trust's policy development (or imposed change) from own area of expertise.	<ul style="list-style-type: none"> • Sound and timely advice given on policy development • Implications identified and assessed
Planning – Plans and Budgets	
Contribute to longer term plans and budgets.	<ul style="list-style-type: none"> • Longer term plans and budgets reflect specialist knowledge and input
Work Projects	
Plan and control and lead a portfolio of or a large project(s)/schemes to meet given objectives and standards.	<ul style="list-style-type: none"> • Project objectives met • Timescales, deadlines achieved • Standards met
Work – Advice	
Be aware of external influences and potential risks to the trust and provide expert advice to partners, customers in/outside trust; define scope and degree of risk of situation.	<ul style="list-style-type: none"> • Aware of internal/external influences and developments • Sound advice given • Risk identified, flagged and defined • Action initiated to mitigate risks

Customer Service - Representation	
Represent trust in external forum etc to influence decision making to take account of trust's views and circumstances.	<ul style="list-style-type: none"> • Trust's view explained and understood • Decisions taken with due regard to trust's needs
Improvements/Developments	
Keep up to date with best practice, trends, changes and developments in service areas including Government initiatives/legislation and customer feedback and advise the trust on their implications.	<ul style="list-style-type: none"> • Trends etc identified and anticipated • Advice given on implications • Plans proposed to address/allow for changes • Improvements proposed for service
Compliance – Policy Implementation	
Comply with trust procedures, policies, regulations and legislation and provide relevant advice.	<ul style="list-style-type: none"> • Compliance with trust procedures, policies, regulations, and legislation
People Management	
Work with and influence colleagues and partners.	<ul style="list-style-type: none"> • Enhanced service/trust delivery
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • Internal – provide advice, and support the development of others in service; influence and persuasion of groups within the trust • External – give expert advice and influence decisions in variety of forums; working with peers and senior representatives in external organisations 	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> • 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)	
<ul style="list-style-type: none"> • Makes decisions within delegated powers • Gives advice and instigates changes and improvements to the function/service • Influences direction of trust's policies, rules and guidelines 	

Planning requirement
<ul style="list-style-type: none"> • Identify, prioritise and deliver project programme within annual business plan framework • Contribution to longer term work force and project planning within the scope of the service
Key facts and figure ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • n/a
Skills, knowledge and qualifications
<ul style="list-style-type: none"> • Professional qualification or equivalent • In depth understanding of service area
Equipment operated and essential skills
<ul style="list-style-type: none"> • Computer – good ICT skills to use appropriate software • Analytical skills • Influencing, negotiation and 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
<ul style="list-style-type: none"> • I build a shared vision and communicate it effectively to allow teams to work well together • I give and seek constructive feedback proactively and recognise great performance across services, using reward to celebrate and motivate individuals and teams • I use coaching skills to ensure that all staff are able to deliver confidently and to the best of their ability. • I take action to improve quality and positivity across the Trust
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
<ul style="list-style-type: none"> • I role model values and standards, giving constructive feedback to others when their actions are not in line • I proactively identify key stakeholders' changing requirements • I facilitate effective working between teams to deliver results, recognising the expertise and knowledge of others • I understand people's expertise, strengths and weaknesses and develop them to meet Trust goals

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
<ul style="list-style-type: none"> • I seek best practice inside and outside of the Trust to benchmark and improve processes • I give permission to others to think differently and challenge the status quo • I prepare people and the organisation for major change initiatives • I role model good leadership to inspire great performance
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.
<ul style="list-style-type: none"> • I take time to know my own team as individuals as well as understanding other departments and services • I understand my personal impact and know when it is appropriate to amend my behaviour • I show empathy in my interactions with others • I empower, encourage and enable people to make them feel that they matter