

## Role profile description

<b>Date</b>	August 2020
<b>Family</b>	Organisational Support
<b>Role profile level number</b>	30
<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	<ul style="list-style-type: none"> <li>• Reports presented on time</li> </ul>

statistics for Trust guidelines and compliance.	<ul style="list-style-type: none"> <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 policies</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 serious problems</li> </ul>	

### **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