

Role profile description

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

Work - Projects	
Plan and organise given project(s) to complete to objectives, timescales, standards and budgets.	<ul style="list-style-type: none"> • Project timescales and objectives met • Budgets met
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"> • Requests answered constructively • Sound advice given • Timescales met
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"> • Quality contribution to policy development • Improved working practices and approaches
Compliance	
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
Customer Service - Representation	
Represent the service/trust to put its position and view and influence decisions, jointly establish policy and gather information/intelligence.	<ul style="list-style-type: none"> • Trust's position communicated well • Useful intelligence gathered for organisation • Case presented to stakeholders
People Management	
Assist and support colleagues in the team.	<ul style="list-style-type: none"> • Instruction and training given
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> • 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 the general framework of applicable policies, legislation, regulation and standards, but can influence the development and changes to policies and procedures
- Providing advice on complex 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)

- Individual contributor to medium multi-disciplinary projects with no direct staff
- 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
<p>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.</p>
<p>Positive: We take pride in celebrating the difference we make</p>
<p>Purpose: Taking a positive approach which delivers high quality people focused service</p>
<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
<p>Professional: We act in a fair and respectable way that recognises our collective expertise</p>
<p>Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all</p>
<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

- 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.

- 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