



## Generic Job Description

<b>Job Family</b>	Technical and Professional Services Level 1
<b>Grade</b>	Grade 3
<b>Aim of job family</b>	<p>The overall purpose of this job family is to deliver effective and efficient solutions and services through the provision and application of specialist skills, knowledge and expertise.</p> <p>Services could be technical and professional internal support services provided to other managers, employees and councillors within the organisation.</p> <p>They could be the provision of technical and professional services to members of the public or the business community.</p> <p>Ancillary roles are also included at the lower levels and include clerical and administrative support</p>
<b>Job characteristics</b>	<p>Jobs in this job family will have some or all of the following job characteristics:</p> <ul style="list-style-type: none"><li>• Providing specialist and / or technical information, advice and guidance to customers</li><li>• Researching, analysing, diagnosing, interpreting and evaluating information and situations</li><li>• Providing tailor made business solutions to meet specific requirements</li><li>• Enforcing regulations and taking legal action in some cases (e.g. Planning and Building Control)</li><li>• Providing direction through policy, procedures and / or protocols and supporting the application of best practice</li><li>• Ensuring statutory requirements are met including minimising corporate and commercial risk and liability</li><li>• Processing information and/or providing ancillary support services such as clerical and administrative support</li></ul>

## Key Characteristics

### **Knowledge**

Knowledge and understanding of procedures, working practices, processes and systems for a range of tasks

Provides standardised guidance to managers and employees in the organisation concerning the application of procedures.

### **Mental Skills**

Provides standardised answers to common situations and problems

### **Interpersonal and Communication Skills**

Jobs require a straightforward level of communication with others. Usually internally but could include customers.

### **Physical Skills**

General keyboard and / or driving skills are required.

### **Initiative & Independence**

Works within recognised procedures, which leave little room for the use of initiative.

Advice and guidance is usually available from supervisor or manager on non-routine problems/issues.

### **Demands**

Some mental demands arising from concentration, interruptions and / or work related pressure

Generally minimal physical and emotional demands.

### **Supervisory responsibility**

No supervision of other employees but may occasionally show new employees 'the ropes'

### **Working Conditions**

Generally normal office environment with no / minimal adverse conditions

## Generic Accountabilities

### Working with People

Job provides informational and transactional services either directly or indirectly for the benefit of employees, managers or external customers.

### Working with other Employees

The work does not involve supervising other employees. Jobholders will be required to work effectively as part of a team.

The job may involve providing guidance on the operation of internal procedures in relation to human resources.

### Working with Financial Resources

The work does not generally involve directly managing financial resources. However, the job may involve the recording or processing of financial records and/or the handling of small amounts of cash

The job may involve providing guidance on the operation of procedures in relation to financial resources.

### Working with Physical Resources

The job regularly processes information and data where there is some responsibility for security and confidentiality.

The job may involve providing guidance on the operation of internal procedures in relation to physical resources.

### Other

The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

## Key Outputs/Impact

Jobholder typically provides first and second line support and the impact of the work is immediate.

## Generic Person Specification

- NVQ Level 2 or equivalent qualification in relevant subject (GCSE Level)

**and**

some relevant work experience

- Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
- Understanding of core procedures in relevant work area
- Appropriate level of IT and keyboard skills
- Appropriate level of data protection, security and confidentiality awareness
- Ability to provide information to others with tact

<b>Competency Framework</b>
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All Officers at this level are expected to be fully competent in all aspects of the Council's Competency Framework for personal effectiveness:

- Communicating with others
- Team working
- Respecting others
- Managing work
- Striving for excellence
- Responding to change
- Customer focus