Grade : 5	Profile reference:PC05
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Job Family Role Profile: Partnerships & Customers, Grade 5

- *This is a generic role profile. It aims to outline the requirements of roles broadly within the job family and grade detailed above rather than provide the requirements of a specific job*
- *This profile should be used as a template to help 'frame' the right size and shape of work undertaken locally*
- *For further guidance on how to use job family role profiles effectively, please see the Easinet*

Job Family Description

Roles here involve working in partnership with our customers and stakeholders to improve the environment for wildlife and people.

This may involve the planning and co-ordination of project activities, using evidence to engage stakeholders or working in a customer facing role providing assistance and information to groups and individuals. Many of the themes addressed by roles in this job family involve working across the organisation.

Purpose Statement

The contribution and key purpose of roles in this job family at this grade. It indicates the typical degree of independence these roles hold. Note: names of roles are intended to illustrate the type of roles at this grade and are not related to job title.

Acts as a specialist or team leader. Role accountabilities can be interchangeable depending on the team and work being delivered.

Specialists tend to contribute through direct delivery of technical information and advice whereas team leader roles contribute through the management of customer facing teams.

The overarching theme of these roles is the provision of an effective interface between the Environment Agency and partner organisations, to promote sustainability and environmental outcomes.

Works within a broad frameworks and outputs are subject to review.

Representative Accountabilities

The key areas of work and responsibilities for these roles. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.

Specialist:

- Provide advice, guidance and support to internal teams and external partners in order to influence compliance with policy / legislation / best practice ways of working. This may involve producing technical or commercial documentation.

- May act in an account management capacity, providing a link for customers and partners to our organisation and the services we provide.

Team leaders:

- Responsible for a team, providing leadership, directing and prioritising delivery of specific partnering and / or customer engagement activities in line with defined plans. Identifies risks to the delivery of priorities, making appropriate actions to resolve issues. Some roles manage external resources.
- Recruit, motivate and develop team members to ensure effective activities. Ensures appropriate skill levels are developed and maintained and team performance is optimised in line with specified team goals.

All roles:

- May lead or contribute to projects, usually to bring about effective change or improve partnering and / or customer engagement activities.
- Develop strong relationships with stakeholders and customers, internally and externally, to maintain robust partnerships and influence environmental outcomes.

Typical skills, knowledge and experience

The knowledge, skills and experience indicated usually reflect the minimum levels required for competent performance in the role. Due to the generic nature of job family profiles, detailed requirements need to be specified in supporting documentation, such as the advert.

- Roles require proven experience, usually gained within a relevant specific field. Depending on the role, this could be regulatory / operational or other relevant expertise / people management / project management.
- Requires detailed understanding of relevant business practices and procedures to enable management of, or planning for, delivery across customer facing teams.
- Roles typically require a relevant degree or equivalent experience.

Expectations for these roles

Sets relevant expectations for roles by grade, including health and safety, equality and diversity, communications required, quality assurance and level of organisational wide understanding required for role. This section is common to all job families at this grade.

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice, and ensuring the provision of safe working practices in line with Environment Agency guidance.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive and engaging workplace.

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- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience.

Grade Distinction

Outlines the difference in expectations and/or accountabilities for roles at grade above and below this profile. This section is common to all job families at this grade.

Roles at grade 4:

- Are more closely supervised and directed.
- Require less specialised knowledge and practical experience.
- Contribute to technical and specialist documentation/verbal advice whereas roles at this grade are more likely to lead the production of documentation/verbal advice.

Roles at grade 6:

- Contribute to team business plans whereas roles at this grade are focused on the delivery of business plan.
- Tend to specify and review documentation and advice. Roles at this grade are more likely to lead production of the material.
- Support management of reputational risk for the organisation. Roles at this grade are expected to identify the risks.