

Grade : 3	Profile reference:BS03
Doc Version: V1	Date latest version: 03/01/2018

## Job Family Role Profile: Business Services, Grade 3

- *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 enable the smooth operation of our resources, business processes and organisation.

They provide support, sometimes of a specialist nature, to specific Environment Agency functions/services or more widely across the organisation.

Roles in this job family span a variety of disciplines including, but not limited to; legal, estates, administration, business management, planning and co-ordination, systems support, etc. and cover a range of grades.

### 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.**

Provides support, either in delivery of professional or specialised business activities as part of a larger team, or providing administrative / executive support to management roles in the wider organisation

Roles contribute by ensuring our business runs smoothly and our primary objectives are effectively supported with the provision of sound professional advice and / or business administration activities. Some roles may support on project activities.

These roles work to standardised procedures and are required to plan and organise their own work to achieve short term results.

### 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.**

- Provides a comprehensive and proactive service to the team and / or service users, ensuring efficient assistance in a range of professional and / or business support activities.
- Provides timely data / information to teams and services users, ensuring it is accurate and fulfils customer requirements. This may involve preparing routine reports / analyses / presentations. In some cases, this may require use of specialised systems and information.

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- Maintains good customer focus to ensure effective relationship building and partnership working to support the organisation and its business objectives.
- May act as customer contact for the team, collating and coordinating responses to and from customers and partners on business management and support queries. Ensures responses are delivered accurately, efficiently and in a timely manner.
- Considers the sensitivity and / or confidentiality of work undertaken and is required to handle information appropriately.
- Roles may support projects, contributing knowledge and / or skills to the solution of problems.

## 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.**

- Requires specific and relevant skills and / or experience to independently carry out required tasks and activities in a business support or customer facing capacity.
- Roles expected to exercise judgement in prioritisation and highlighting potential issues.
- Good level of literacy and numeracy required.
- Required to build relationships based on understanding customers' needs and providing the service required.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required.
- Roles may require vocational qualifications 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.**

- Supports health, safety & wellbeing best practice by promoting awareness and following safe working practices that comply with Environment Agency policies and standards.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to communicate effectively with others in everyday working relationships. Sometimes communicates outside of own area of activity and is required to explain technical issues to a non-technical audience.

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- Works with senior team members to deliver team priorities and environmental objectives. Delivers to clearly specified objectives, standards and service levels.
- Understands colleagues and partners requirements. Interprets and communicates the work of the Environment Agency.

## 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 2:

- Compile and collate information.
- Carry out standardised work governed by routine procedures.
- Usually select appropriate solution from a range of choices.

### Roles at grade 4:

- Identify issues and use judgement to develop suitable solutions or new ways of working.
- Carry out advanced analyses on large and complex data sets.
- Require some background knowledge usually associated with practical experience or specialised training.