

Grade : 2	Profile reference:AM02
Doc Version: V1	Date latest version: 22/05/2017

## Job Family Role Profile: Asset Management, Grade 2

- *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 in this family manage the whole lifecycle of our flood and coastal risk management assets, i.e. from planning and delivery, through to upkeep and eventual decommissioning.

There are a wide range of skills in this job family but they are identified by their contribution to the asset management life cycle. Roles here can be field based, for example in building or maintenance of structures and plant, or office based such as planning and managing the delivery of assets and the preparation or the analysis required to carry out asset management effectively.

### 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.**

Carries out a range of activities supporting teams to deliver, manage and maintain Environment Agency assets.

This work may require some technical understanding of the assets and associated risks to ensure the resilience of assets and their operation.

Roles in this job family at this grade may interact with customers, internally and externally. In some cases, regular contact with the public is a key feature.

These roles predominantly undertake activity within well-defined ways of working, are supervised and escalate issues as they occur.

Grade : 2	Profile reference:AM02
Doc Version: V1	Date latest version: 22/05/2017

## 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.**

- Acts as an initial point of contact, responding to basic enquiries, communicating and filtering information for the team so that asset management activities are delivered effectively with standards and priorities met.
- Deals with customers and partners on an as required basis maintaining a good customer focus. Ensures customer enquiries are dealt with politely and efficiently.
- Maintains systems and information, gathering and logging information to support asset management activities.
- Carries out activities to ensure continuity of service, such as purchasing consumables and carrying out project tasks.
- Assists in the production of reports and management information for the team. Compiles information and data so that areas are provided with regular and accurate data to support asset management activity and decisions.

## 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 skills and / or experience to carry out support activities in an engineering / asset management environment.
- Required to organise and plan own work on a daily basis.
- Requires good level of literacy and numeracy skills.
- Required to deal with customers tactfully and effectively.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required
- May be required to operate specialised equipment.

Grade : 2	Profile reference:AM02
Doc Version: V1	Date latest version: 22/05/2017

## 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.**

- Maintains health, safety & wellbeing training and awareness that is relevant to working environment and exhibits safe and well behaviours and attitude.
- 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, including contact regarding technical queries related to area of service delivery.
- Contributes to delivery of team business plan and environmental outcomes by working effectively to specified standards, and within required service levels.
- Understands internal colleague requirements and the service provided. Has basic understanding of the wider 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 1:

- Not applicable

### Roles at grade 3:

- Usually require specific training and experience to carry out required activities.
- Interact with customers / team on wider range queries and issues.
- Compile and collate information from varied sources.