Grade : 2	Profile reference:TSS02
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Job Family Role Profile: Technical & Scientific Services, 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

These roles carry out technical and scientific services, usually acting as service providers in areas of specialist expertise, to support the Environment Agency in the delivery of its primary business activities.

Typically, these roles provide scientific advice, data or analyses to ensure our decisions are based on sound evidence and are rooted in good practice.

The key factor distinguishing roles in this job family from other technical roles in the organisation is that they usually provide technical and scientific know how to a range of customers and areas, both internally and externally.

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 to support the team, maximising the efficiency of technical and/or scientific work that underpin Environment Agency policy and bring about environmental outcomes.

Some roles in this job family at this grade may interact with customers, internally and externally.

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

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.

- Carries out the collection of information / briefing materials to enable delivery of the team business plan.
- Chases and tracks information and may compile data into basic reports that assist others in making technical and scientific decisions.

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- Maintains data and information systems, ensuring that records are stored effectively, are up to date and readily accessible to facilitate team activities.
- May be required to use specialised equipment or systems of work.
- Maintains a good customer focus, ensures customer are dealt with politely and efficiently.
- Assists with the training of new staff at this grade or below.

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.

- Will require skills and / or experience to carry out support activities in a technical and / or scientific 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 enquiries 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.

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 on operational and / or regulatory and other queries.
- Contribute 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.

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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:

- Interact with customers on specific tasks or activities.
- Require little or no planning of work.
- Require little or no formal training.

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.