Grade : 5	Profile reference:BS05
Doc Version: V1	Date latest version: 03/01/2018

Job Family Role Profile: Business Services, 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 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.

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

Typically, roles at this grade are engaged in the delivery of business services and support to the organisation and its environmental objectives through the provision of advice, information and / or specialist services.

Roles may deliver results through a team or directly. It is possible for a single role to contribute in both capacities.

Typically works autonomously within defined practices, using judgement to interpret and resolve issues. Roles are directed and subject to review.

Grade : 5	Profile reference:BS05
Doc Version: V1	Date latest version: 03/01/2018

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.

Specialists:

- Provides professional / specialised support to the organisation, advising managers and other users within a specific area of business expertise. In some cases may be required to represent the organisation, for example in court hearings, tribunals, external forums, etc.
- May produce and / or review professional / operational documentation to support business services such as writing policy and processes, or preparing reports and recommendations to support and improve business processes or ways of working.

Team leaders:

- Responsible for a team, providing leadership, direction and prioritising delivery of specific business support activities in line with defined plans. Identifies risks to the delivery of priorities, making appropriate actions to resolve issues.
- Recruit, motivate and develop team members to ensure effective delivery of support services. Ensures appropriate skill levels are developed and maintained and team performance is optimised in line with specified team goals.

Business partners:

- Provides a link between specialist teams and users across the organisation. Co-ordinating customer requirements in to and out of the appropriate teams to ensure business services fulfil user needs.
- Advises and influences customers to ensure best practice is embedded within the organisation.

All roles:

- Ensure business support is implemented in line with expectations, and in line with legal and policy frameworks. In some cases may be required to represent the Environment Agency at local government and public meetings, or similar.
- May lead or contribute to projects, usually to bring about effective change or improve business services
- Develop and maintain relationships and influence in order to support effective working across the organisation and sometimes wider, depending on the requirement of the role. Roles may be required to work with colleagues across the Defra group to ensure services are delivered in the best way possible.

Grade : 5	Profile reference:BS05
Doc Version: V1	Date latest version: 03/01/2018

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 field of business activity. Depending on the type of role, this could be specialist technical skills in legal, estates, business management / planning / co-ordination, or other relevant expertise such as people management / project management / business partnering.
- Requires detailed understanding of relevant business practices and procedures to enable management of, or planning for, delivery across multidisciplinary teams.
- Roles typically require a relevant degree or equivalent experience
- Roles at this grade in this job family may require professional qualifications or Chartered status.
- For some roles specialised and /or professional qualifications are mandatory.

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. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive and engaging workplace.
- 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 : 5	Profile reference:BS05
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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 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 the 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.