

Grade : 7	Profile reference:PC07
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Job Family Role Profile: Partnerships & Customers, Grade 7

- *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 lead expert or manager ensuring delivery and continuous improvement of services in a specific area of partnering and / or customer engagement activity.

Leads and manages the delivery of business plans and innovations. Utilises the skills and knowledge of teams, and sometimes the organisation, to ensure delivery of effective partnering and customer services.

Roles here may lead large teams to deliver a service or provide advice, they may provide a range of services while leading smaller or virtual teams.

These roles work to broadly defined objectives and have the freedom to determine how they are achieved.

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.

- Develops and manages the implementation of business plans and resources to ensure that goals are delivered to required standards and budget. May be responsible for managing and negotiating resources with external parties. May be required to engage with colleagues across the Defra group to drive and embed service change and improvements.
- Leads and develops teams to ensure a motivated and high performing workforce which delivers organisational aims.

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- Develops and ensures key performance indicators and service levels are met for area of delivery. In some cases, specifies standards of delivery.
- Provides high level advice, guidance and judgement, in an appropriate format, to inform decision making for the business and mitigate organisational risks.
- Leads on establishing effective relationships across the organisation, and with partners and customers. Seeks to understand business needs, engage and influence on decisions, and works with stakeholders to achieve workable solutions that answer organisational requirements, supporting environmental outcomes.
- When involved in projects, usually has prime responsibility for leading high value, high profile projects or participates as senior user in a consultative capacity.
- Leads by example, acting as a role model to effectively embed our values and drive innovation across the team, and wider. Ensures ways of working are effective and in line with our corporate commitments.

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 substantial experience gained in a relevant environment, typically in a regulatory or operational capacity, to enable leadership of a function, department or specialism.
- People management or specialist jobs at this level require a breadth and depth of relevant expertise for the role.
- Advanced negotiation and influencing skills are required to develop and motivate people, and change behaviours in a complex business environment.
- Requires expert understanding of a range of organisational practices and their effective application and is required to apply practical judgement of the wider business impact of decisions.
- Roles typically require at least a relevant degree or equivalent, usually gained through extensive experience and training.
- Roles usually require management of budgets and/or revenue.

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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.

- Is fully engaged with the organisation's approach to health, safety and wellbeing. Takes responsibility, and is accountable, for providing the leadership to embed the approach.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Communications are clear, focused and consistent, often with the intention of motivating people and changing behaviours.
- Efficiently balances and prioritises quality, time and cost while ensuring the appropriate standards and assurances are met.
- Understands, interprets and implements the strategic direction of the Environment Agency and Defra group, and has a detailed understanding of external partners and customers and their needs.

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 6:

- Tend to interact on a specific area of activity, whilst roles at this grade, tend to have broader interaction, representing the department across the organisation, and wider, on a range of related matters.
- Tend to have narrower accountability in terms of people and activities.
- Provide intelligence and contribute team business plan.
- Typically specify and review key documentation and guidance. Roles at this grade approve key communications.
- Support management of reputational risk for the organisation. Roles at this grade actively manage the risks.

Roles at Deputy Director grade:

- Have a wide span of control with accountability for sub-functions or a number of related areas of activity.
- Are more involved in developing and implementing solutions to challenges which are new to the organisation.
- Have more autonomy in taking decisions on behalf of the organisation.
- Have an impact upwards through contributing to departmental / directorate level strategy.
- Have a higher level of accountability for people / programmes / budgets.