

Grade : 2	Profile reference:BS02
Doc Version: V1	Date latest version: 03/01/2018

## Job Family Role Profile: Business 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

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.**

Carries out a range of activities supporting either professional or specialised business activities as part of a larger team or providing administrative support to management roles in the organisation.

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.**

- Contributes to team delivery of quality assured business support services that meet the requirements of both customers and the organisation.
- Carries out collection and compilation of information / briefing material to enable the team to provide effective, clear and concise presentations / reports, enabling understanding and action.
- Maintains data and information systems, ensuring that records are stored effectively, are up to date and readily accessible to facilitate team activities.

Grade : 2	Profile reference:BS02
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- Chases and tracks information and may collate data into basic reports to assist others in making business and organisational decisions.
- For some roles, there is a requirement to handle confidential or sensitive information appropriately.
- Maintains a good customer focus, ensures customer enquiries are dealt with politely and efficiently.

## 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 in relevant field of business support, possibly in a customer facing capacity.
- 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.

## 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.
- 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

Grade : 2	Profile reference:BS02
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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:

- 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.