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| Grade : 2       | Profile reference:PC02          |
| Doc Version: V1 | Date latest version: 22/05/2017 |

## Job Family Role Profile: Partnerships & Customers, 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 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.**

Carries out a range of activities to support our partnering and customer engagement. These roles ensure good relationships with our customers and stakeholders, and the efficiency of our services and work we deliver.

Some roles in this job family work with the public, communities or organisations providing the interface between our regulatory services and their needs.

These roles are office based and will interact with internal and external customers.

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

|                 |                                 |
|-----------------|---------------------------------|
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## 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, filtering and routing information for the team so partnering and customer operations are delivered effectively, ensuring standards and priorities are met.
- Supports the collection and compilation of information or briefing material enabling the team to produce effective, clear and concise presentations or reports that enable 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
- May chase and track information to support their own activities or other team members in the execution of their activities, for example following up customer enquiries or tracking planning consultations with local authorities.
- Maintains a good customer focus, ensures customers are dealt with politely and efficiently.
- Some roles are required to work towards and maintain service levels in accordance with their area of delivery.

## 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 regulatory or environmentally focused role, 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 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.

|                 |                                 |
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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.**

- 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 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 more complex queries and issues.
- Compile and collate information whereas roles at this grade tend focus on the recording and tracking of information.