Grade : 3	Profile reference:TSS03
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Job Family Role Profile: Technical & Scientific Services, Grade 3

- *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.

Acts as part of a team in the delivery of specific technical and / or scientific services across the Environment Agency and possibly wider.

Roles can be field based or office based, for example carrying out surveys, collecting data, or providing technical data and guidance.

Roles are likely to interact with internal and external customers. These roles may also provide support to team members in delivery of more complex work or projects, or oversee work of others.

These roles work to standardised procedures and are required to plan and organise their own work to achieve short term results.

Representative Accountabilities

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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.

- Produces technical and scientific data and information to support the organisation's activities and management decisions. This may be collecting and / or processing field data and evidence, or providing analysis as part of technical advice or documentation.
- Maintains good customer focus to ensure effective relationship building, and to achieve better understanding of technical and scientific evidence of colleagues and customers.
- Some roles prioritise and monitor daily workloads of other team members.
- May perform the role of project team member, applying project support skills, local knowledge or technical skills in the solution of problems or implementation of improvements.
- Operates and maintains data and information systems effectively. Ensures records are stored accurately, are up to date and readily accessible to facilitate team activities.
- May act as an initial point of contact for the team, communicating and filtering information to ensure technical and scientific advice and support is delivered accurately, efficiently and in a timely manner.
- Some activities may involve the use of specialised equipment and or systems.

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.

- Requires specific and relevant skills and / or experience to independently carry out required tasks and activities in a technical and / or scientific environment.
- Roles expected to exercise judgement in prioritisation and highlighting potential issues.
- Good level of literacy and numeracy required.
- Required to build relationships based on understanding customers' needs and providing the service required.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required.
- Roles may require vocational qualifications or equivalent experience.
- Roles may be required to use specialised equipment or machinery.

Expectations for these roles

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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.

- Supports health, safety & wellbeing best practice by promoting awareness and following safe working practices that comply with Environment Agency policies and standards.
- 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. Sometimes communicates outside of own area of activity and required to explain technical issues to a non-technical audience.
- Works with senior team members to deliver team priorities and environmental objectives. Delivers to clearly specified objectives, standards and service levels.
- Understands colleagues and partners requirements. Interprets and communicates the work of the 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 2:

- Compile and collate information.
- Carry out standardised work governed by routine procedures.
- Usually select appropriate solution from a range of choices.

Roles at grade 4:

- Identify issues and use judgement to develop suitable solutions or new ways of working.
- Carry out advanced analyses on large and complex data sets.
- Require some background knowledge usually associated with practical experience or specialised training.