Grade : 4	Profile reference:TSS04
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Job Family Role Profile: Technical & Scientific Services, Grade 4

- *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 officer or analyst, contributing through the provision of technical and scientific expertise that supports Environment Agency policy and brings about environmental outcomes.

Roles can be field based or office based and may act as subject matter advisor within a specific area of expertise. Some roles supervise small teams.

Roles at this level are characterised by the requirement to work proactively, seeking out information and keeping customers and service users appraised of progress.

Some roles in this job family, at this grade, participate in incident response as part of their accountability.

These roles have autonomy to work within established processes and procedures but refer to others and are subject to supervision.

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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.

- Provides technical and scientific expertise across the organisation, and sometimes wider, by conducting analyses, interpreting data and preparing or contributing to reports and, on occasions, representing the organisation externally.
- Provides advice on technical and scientific issues, guiding colleagues and customers in the understanding of technical or scientific data so that decisions are made on sound technical grounds.
- May be required to provide technical or scientific services, such as investigation and analyses, in response to incidents and other high priority activities.
- Some roles may check compliance with standards and service levels, undertaking activities such as inspection, monitoring, survey work, and providing a first level technical response to teams / other functions in order to support environmental outcomes.
- Builds and sustains effective relationships with internal and external partners, understanding their activities / services and providing effective responses for their needs.
- Monitors progress of own and related work, identifying any risks to delivery and taking appropriate action to enhance the service.
- May supervise a technical or scientific team, developing and training staff to ensure skills levels are maintained.
- May support projects or working groups to bring about effective change and improvement to our operations. Typically these will involve implementing technical / scientific developments or introducing new ways of working.

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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 specialised knowledge based on experience and / or suitable qualifications. Depending on the role this usually entails technical or scientific skills relevant to role requirements.
- Requires depth of knowledge that enables working with and presenting technical and scientific evidence authoritatively.
- Required to use judgement / experience to tackle routine issues, may seek advice on more complex problems.
- Possibly requires project management or relevant operational skills.
- Roles may require a graduate qualification in a relevant field, suitable vocational qualifications or equivalent experience.

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.

- Encourages and develops a positive health, safety & wellbeing culture within the team. Delivers work programmes safely.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Able to communicate with a wide audience and explain technical / regulatory issues to non-technical colleagues and partners.
- Uses judgement in delivery of technical and scientific activities that meet the needs of customers and fulfil required standards and service levels.
- Understands colleague priorities, operational context, and their contribution to environmental outcomes. Able to describe wider organisation and its services to others.

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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 3:

- Works within well-defined procedures where decision making is based on a range of options.
- Undertake interpretation and straightforward analyses of information and data.
- Usually co-ordinate and collate data and information.
- Interact with customers and stakeholders rather than 'own' or manage relationships.
- Usually require specific on the job training and / or experience to carry out routine activities, whereas roles at this grade usually require background knowledge associated with previous practical experience or specialised training.

Roles at grade 5:

- Manage a range of issues requiring consideration of broader practices rather than process or policy.
- Require a level of specialist knowledge that is usually gained through extensive practical experience or academic qualification.
- Usually require strong grasp of theoretical principle determining activity within their field of activity.
- Are likely to lead the production of documentation and advice.
- Develop and further relationships with customers and stakeholders.