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| Grade : 3       | Profile reference:PC03          |
| Doc Version: V1 | Date latest version: 22/05/2017 |

## Job Family Role Profile: Partnerships & Customers, 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

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 to support partnering and customer engagement activities. Typically provides advice and information to external customers or provides support to teams working on larger engagement projects involving a variety of stakeholders.

Roles are required to work with technical information and are expected to draw on a number of sources to deliver required tasks.

These roles may be office or field based and are required to interact with internal and external customers.

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

### 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.**

- Maintains customer focus, promoting good relationships with our customers and enhancing the Environment Agency's reputation.
- Co-ordinates and compiles information from a variety of sources, carries out routine analyses and contributes to the team's work.

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- Chases and tracks information to ensure the execution of own activities, for example following up customer enquiries or tracking planning consultations with local authorities.
- May be required to monitor delivery of service and determine priorities to ensure service levels are maintained for the team in accordance with their area of delivery.
- May act as an initial point of contact for the team, communicating and filtering information to ensure technical and/or scientific advice and support is delivered accurately, and in a timely manner.
- Considers commercial implications of work undertaken.
- Operates and maintains data and information systems effectively. Ensures records are stored accurately, are up to date and readily accessible to facilitate team activities.

## 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 customer facing 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.

## 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.**

- 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.

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- 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 advanced analyses on large and complex data sets.
- Require some background knowledge usually associated with practical experience or specialised training.