

Grade : 1	Profile reference:PC01
Doc Version: V1	Date latest version: 22/05/2017

Job Family Role Profile: Partnerships & Customers, Grade 1

- *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 in a supporting capacity, providing basic customer engagement services to support Environment Agency activities.

May be required to interact with customers internally and externally.

These roles follow established work routines, are given direct and detailed instructions and are subject to supervision.

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.

- Carries out a range of clearly defined tasks in line with verbal and written procedures.
- Interacts with customers, providing basic services and information, to ensure a good experience for Environment Agency customers.
- Provides a timely support service to the team and customers. Assists the efficient functioning of the service.
- Operates relevant basic tools and work systems.
- Maintains customer focus to ensure good working relationships with colleagues and customers.

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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.

- Required to work to straightforward / standardised work routines.
- Roles require the use of simple equipment or machines.
- Knowledge for these roles is usually gained via on the job training.
- Requires basic literacy and numeracy skills.
- Role require courtesy and tact when dealing with colleagues and customers.

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 understanding that is relevant to working environment, and displays safe and well behaviours.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to communicate effectively with others in every day working relationships, including contact to request or provide information.
- Contributes to successful delivery of team business plan and environmental outcomes by working effectively to specified standards and within required timeframes.
- Understands colleague and customer requirements.

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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.**

There are no roles below this grade.

Roles at grade 2:

- May be required to interpret working procedures and practices in delivery of tasks.
- Interact with colleagues and customers of a wider range of activity.
- May plan and organise work weeks ahead.
- Usually require some specialised training.