Grade : 6	Profile reference:BS06
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Job Family Role Profile: Business Services, Grade 6

- *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 enable the smooth operation of our resources, business processes and organisation.

They provide support, sometimes of a specialist nature, to specific Environment Agency functions/services or more widely across the organisation.

Roles in this job family span a variety of disciplines including, but not limited to; legal, estates, administration, business management, planning and co-ordination, systems support, etc. and cover a range of grades.

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 a senior team leader, senior specialist or senior business partner. Accountabilities for these roles can be interchangeable depending on the team and work being delivered.

Roles at this grade recommend and implement the appropriate approach for the organisation to take on specific, allocated areas of business services and support. Some roles may work with external stakeholders and partners to ensure the organisation's reputation is protected and enhanced.

Roles may deliver results through a team, by leading a project or as an expert specialist. These roles have impact beyond their immediate scope of activity and are engaged on complex, reputational, political and / or technical matters.

These roles work autonomously within policies, and have responsibility for managing an element of organisational risk or opportunity.

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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.

Senior specialist:

- Provides specialist advice and support to service users, team members and management to mitigate business risks and ensure decisions are made on sound technical grounds, are in line with best practice, and are within required legal and policy frameworks.
- Ensures suitable policies, processes and procedures are in place to support the organisation and business continuity. This may involve creating, reviewing and improving our ways of working to enable a consistent understanding and application of legislation/ policy / best practice for the organisation.

Senior team leader:

- Responsible for a team, providing leadership, direction and prioritising delivery of reputational, political and / or technically complex business support activities. Some roles manage external resources.
- Recruit, motivate and develop team members to ensure effective delivery of business services. Ensures appropriate skill levels are developed and maintained and team performance is optimised in line with specified team goals.
- Leads the delivery of specialised advice and guidance and / or effective implementation of activities. Often this involves managing a diverse range of skills.

Senior business partner:

- Coaches, mentors and guides senior managers on reputational, political and / or technically complex legal and policy matters to ensure decision making is based on good practice and mitigates risk to the organisation.
- Acts in a customer facing capacity providing a link between specialist teams and senior users across the organisation. Co-ordinating customer requirements in to and out of the appropriate teams to ensure business services fulfil user needs.

All roles:

- Plan, monitor, control and prioritise resources to maximise the efficient use of people and resources. Identifies risks and opportunities, taking action to deal with issues, enhance our business management policies and processes and ensure appropriate allocation of time and effort.
- May be required to represent the Environment Agency externally in a range of forums, for example, court hearings, tribunals or cross organisation working parties. Information should be appropriately presented and accurately represent Environment Agency interests.
- Interact widely, developing and maintaining effective relationships with key stakeholders and partners both internally and externally. Drives good practice and ensures understanding of wider priorities. Roles

may be required to work with colleagues across the Defra network to drive service improvements and efficiencies.

- When working on projects, will identify, develop and implement complex projects with a wide scope, possibly involving multiple partners.
- Accountable for quality management information and documentation to support the planning of strategic priorities, to inform business decisions and provide a sound basis from which to communicate with and influence internal and external partners.
- Develop, maintain and share technical expertise with staff to improve knowledge and competence throughout the organisation as required.

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.

- Roles require significant experience gained within a specific field / discipline. Depending on the type of role, this could be specialist technical skills in legal, estates, business management / planning / co-ordination, or other relevant expertise such as people management / project management / business partnering.
- Requires thorough understanding of relevant business concepts and their application as the role is required to apply judgement and influence the actions and behaviours of others.
- Roles at this grade in this job family may require professional qualifications or Chartered status.
- For some roles specialised and /or professional qualifications are mandatory.
- Some roles require management of budgets, revenue and / or capital expenditure.

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.

- Manage health, safety & wellbeing matters by actively promoting awareness and good practice, and ensuring the provision of safe working practices in line with Environment Agency guidance. Roles at this level in this job family may be responsible for safety in a regulatory capacity.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive and respectful workplace.

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- Influence and negotiate across disciplines. Required to flex communication style and deliver tough messages when necessary.
- Work individually or through others to deliver results on time, to required quality standards and cost, to fulfil the business plan and achieve or support environmental goals.
- Understand, interpret and communicate the role of the Environment Agency broadly, and maintain understanding of external partners and customers, their needs and manage expectations.

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 5:

- Manage a range of specific issues requiring consideration of practice.
- Require specialist knowledge that is usually gained through proven practical experience.
- Usually require understanding of theoretical principles within their specific activity.
- Are likely to lead the production of documentation and advice.
- Develop and further relationships with customers and stakeholders.

Roles at grade 7:

- Provide shape and direction, whilst roles at this grade tend to determine best approach and implementation
- Tend to have broader interaction, representing the department across the organisation, and wider, on a range of related matters. Roles at this grade tend to interact on a specific area of activity.
- Have broader accountability in terms of people and / or activities than roles at this grade.
- Tend to approve technical documentation, whereas roles at this grade will most likely be responsible for commissioning and reviewing the documentation prior to approval.