Grade : 4	Profile reference:BS04
Doc Version: V1	Date latest version: 03/01/2018

Job Family Role Profile: Business 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

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 officer or analyst providing specialist advice and / or activities to support the Environment Agency's business objectives and maintain our professional status.

This group also includes senior administrative staff working across the wider organisation.

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

Typically 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 advice, support and guidance within a specialist area of business activity. Sometimes this may require handling a portfolio of work.
- Uses information, sometimes from a range of sources, to analyse, interpret and make recommendations for the improvement of the Environment Agency's business and management activities.
- Undertakes and completes distinct tasks in support of the organisation and its operations, working proactively to understand the scope of work. Ensures regular updates are provided and appropriately escalates issues. In some cases this may involve working directly with service users.
- Plans and manages progress of work and/or projects. This may involve managing internal or external resources to ensure progress is in line with plans. Identifies gaps in the delivery of priorities and takes appropriate action to resolve issues.
- Builds and sustains effective relationships with customers and service users to enable effective responses for their needs, engaging and challenging where required.
- Maintains and shares knowledge within own area of expertise.

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

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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 issues to non-technical colleagues and partners.
- Uses judgement in delivery of business 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.

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.