Grade : 7	Profile reference:BS07
Doc Version: V1	Date latest version: 03/01/2018

Job Family Role Profile: Business Services, Grade 7

- *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 lead expert or manager ensuring Environment Agency business services and administration are grounded in best practice, fulfils legal and policy frameworks, and effectively supports the organisation.

Typically leads and manages the implementation of business plans to ensure the delivery of support services to the organisation, mitigates business risks and / or assures continuity of the service in line with our corporate ambition, and to environmental objectives.

Leads by example, providing leadership during change and driving a culture that actively innovates to ensure efficient ways of working and continuous improvement.

These roles work to broadly defined objectives and have the freedom to determine how they are achieved.

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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.

- Oversees and is accountable for the delivery of relevant support to the business, ensuring its compliance with required legal and policy obligations meets appropriate standards and is in line with best practise. Also seeks to maintain and enhance the Environment Agency's reputation.
- Leads on establishing and maintaining excellent relationships with key service users, stakeholders and partners, internally and externally. Seeks to engage and influence on business management decisions, understand business needs and translates these into workable solutions that answer organisational requirements and reflect best practice. May be required to engage with colleagues across the Defra group to drive and embed service change and improvements.
- Provides high level advice, expert guidance and judgement, in an appropriate format, to inform decision making for the business and mitigate organisational risks.
- Leads and develops teams, to ensure a motivated and high performing workforce which delivers organisational aims.
- Develops and manages the implementation of business plans and resources to ensure that goals are delivered to required standards and budget. May be responsible for managing and negotiating resources with external parties.
- Develops and ensures key performance indicators and service levels are met for area of delivery. In some cases, specifies standards of delivery.
- When involved in projects, usually has prime responsibility for leading high value, high profile projects or participates as senior user in a consultative capacity. Typically these will involve enhancing and improving our ways of working or implementing legal and policy developments effectively.
- Acts as a role model to effectively embed our values and drive innovation across the team, and wider. Ensures ways of working are effective and in line with our corporate commitments.

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 substantial experience gained in a relevant discipline, typically in a business services / support environment, to enable leadership of a function, department or specialism.
- People management or specialist jobs at this level require breadth and depth of relevant expertise for the role.

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- Advanced negotiation and influencing skills are required to develop and motivate people, and change behaviours in a complex business environment.
- Requires expert understanding of a range of organisational practices and their effective application and is required to apply practical judgement of the wider business impact of decisions.
- Roles typically require at least a relevant degree or equivalent experience gained through extensive experience and training.
- Roles at this grade in this job family may require professional qualifications or Chartered status.
- For some roles in this job family 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.

- Ensures ways of working are effective and in line with our corporate commitments. 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 & engaging workplace.
- Is fully engaged with the organisation's approach to health, safety and wellbeing. Takes responsibility, and is accountable, for providing the leadership to embed the approach.
- Ensures communication is audience focused, clear and concise to aid understanding and support for policy / process change and ensures implementation is positive and consistent.
- Is accountable for delivery to time, quality and budget, directly and through others, by enhancing team performance.
- Understands, interprets and implements the strategic direction of the Environment Agency and Defra group, and has a detailed understanding of external partners and customers and their needs.

Grade Distinction

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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 6:

- Tend to interact on a specific area of activity, whilst roles at this grade, tend to have broader interaction, representing the department across the organisation, and wider, on a range of related matters.
- Tend to have narrower accountability in terms of people and activities.
- Provide intelligence and contribute to team business plan.
- Typically specify and review key documentation and guidance. Roles at this grade approve key communications.
- Support management of reputational risk for the organisation. Roles at this grade actively manage the risks.

Roles at Deputy Director grade:

- Have a wide span of control with accountability for sub-functions or a number of related areas of activity.
- Are more involved in developing and implementing solutions to challenges which are new to the organisation.
- Have more autonomy in taking decisions on behalf of the organisation.
- Have an impact upwards through contributing to departmental / directorate level strategy.
- Have a higher level of accountability for people / programmes / budgets.