

Grade : 3	Profile reference:AS03
Doc Version: V1	Date latest version: 22/05/2017

## Job Family Role Profile: Advise & Shape, 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 in this family provide specialist advice internally and to external bodies that help inform and shape working regulatory approaches, policy and legal decisions for the organisation.

This involves working collaboratively with a range of partners, including government, businesses, regulators, international partners, and others, in an advisory capacity. Influencing outcomes by building and maintaining effective relationships.

Roles in this job family may work to understand policy and translate this into workable and effective processes.

### 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 an initial point of contact and provides support by communicating and filtering information so that advice delivered by the team is accurate, efficient and timely.

Some roles in this job family may support specific projects or work streams, applying project support skills and/or knowledge in the solution of problems.

Roles will interact with internal and external customers. These roles may also provide support to team members in delivery of more complex work or projects.

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.**

- Collates and manages data for use across the team. This includes internal and external data from various sources which may require disseminating and reformatting so that it can be used by others effectively.

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- Provides written outputs, involving the collation and distribution of information in line with guidance, or the generation of routine reports/data.
- Liaises with internal and external stakeholders co-ordinating responses to correspondence and enquiries.
- May organise and co-ordinate events on behalf of other team members.
- Operates and maintains data and information systems effectively. Ensures records are stored accurately, are up to date and readily accessible to facilitate team activities.
- Provides administrative/project support to team members to ensure a cohesive and professional service is maintained across the team.

## 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 stakeholder management environment.
- Roles expected to exercise judgement in prioritisation and highlight 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.
- May be required to understand project management processes.

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