

Grade : 6	Profile reference:PC06
Doc Version: V1	Date latest version: 22/05/2017

## Job Family Role Profile: Partnerships & Customers, 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 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 as a senior specialist, senior team leader or senior officer, although accountabilities for these roles can be interchangeable depending on the team and work being delivered.

Typically, roles at this grade recommend and implement the appropriate approach for the organisation to take on specific, allocated areas of our partnering or customer services to enhance the organisation's reputation, promote sustainability and protect the environment.

Roles may deliver results through a team, by leading a project or as an expert. It is possible for a single role to operate in more than one of these functions. 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:**

- Leads on partnering and building customer relationships, acting as a key interface between the Environment Agency and customers with reputationally, politically and / or technically complex environmental considerations to deliver sustainable outcomes.
- Provides specialised expertise and guidance to customers and partners on behalf of the organisation, to ensure decisions are based on sound technical and environmental grounds.

### **Senior team leader and senior officer:**

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

### **All roles:**

- Plans, monitors, controls and prioritises resources and budgets to ensure that all activities are completed efficiently and to time and budget. Some roles are required to act in a commercial capacity, ensuring appropriate charging and cost recovery. Some roles manage external resources.
- When working on projects, will identify, develop and implement complex projects with a wide scope, possibly involving multiple partners.
- Interact widely and are responsible for developing effective relationships with key stakeholders and customers, internally and externally, to ensure service offered reflects wider priorities and requirements. May act as senior account management capacity, providing a link for customers and partners to our organisation and the services we provide.
- Develop, maintain and share technical expertise with staff to improve knowledge and competence throughout the organisation as required.

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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.**

- Roles require significant experience gained within a specific and relevant field / discipline. Depending on the type of role, this could be specialist regulatory / operational knowledge or other relevant expertise such as people management / project management.
- 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 typically require a relevant degree or equivalent experience.

## 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.**

- Manages 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.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive and engaging workplace.
- 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

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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 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.