

Glasgow City Council

Role Profile Description

Date	January 2006
Family	Business Support
Role profile Level Number	3b
Reporting line (general)	
Purpose	
To provide specialist guidance and tailored support to customers with a team.	
Work area statement	
Action	End Result
Business Guidance	
Coordinate tailored responses to customer issues within the specialist area.	<ul style="list-style-type: none">• Appropriate action taken or customers re-directed to alternative resource• Legislative and procedural compliance assured
Case Management	
Make business decisions based on specialist knowledge and analysis of information.	<ul style="list-style-type: none">• Resolution or progress on the business issue• Meeting of targets• Meeting of service requirements• Risk to Council is managed within given guidelines
Supervision	
Plan and organise the work of the team, allocating tasks, and giving instruction and advice.	<ul style="list-style-type: none">• Team usefully employed• Work done to standards• Team understand tasks and method• Team objectives are achieved• Development of staff
Projects	
Contribute to the planning and delivery of moderately complex projects and service delivery.	<ul style="list-style-type: none">• Delivery of project objectives to specification, time and cost.
Business Service Delivery	
Supervise the service delivery of work within the team.	<ul style="list-style-type: none">• Delivery of service delivery objectives to standards
Compliance	
Ensure appropriate procedures are complied with and required records kept.	<ul style="list-style-type: none">• Accurate and complete records kept• Legislative and procedural compliance
Relationships	
Liaise with delivery partners to co-ordinate appropriate service delivery.	<ul style="list-style-type: none">• Provision of appropriate levels of customer service• Optimum and effective provision of resources• Legislative and procedural compliance of activities within service area

Nature of contacts and relationship (who and the nature of the communications)		
Support and guidance of internal customers. Work in partnership with external agencies. Supervision of staff.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Office or public building based.		
Procedural Context (creativity, discretion, impact)		
Some discretion around tailoring advice and intervention with customers. Work typically process driven. Work within legislative and procedural guidelines. Projects and service delivery moderately complex with minimal impact and risk. Outputs checked by supervisor.		
Key facts and figure ranges (include likely size of any team managed)		
Typically 1-4 direct reports, maximum 7. No indirect reports.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Relevant degree or working towards professional qualification desirable.		
Work knowledge		
Good knowledge of business area and established practice and precedent in complex situations. Working knowledge of relevant systems, procedures and regulations. Understanding of own business area's regulatory framework.		
Work skills and equipment operated		
Working knowledge of relevant software and hardware. IT literacy.		
Key Competency Requirement		
	Competency	Level
1	Personal Effectiveness - Self Development	1
2	Providing Excellent Customer Service - Customer Orientation	2
3	Delivering Results - Motivation	1
4	Personal Effectiveness - Communicating	1
5	Managing Change - Planning & Delivering Change	1
6	Leadership – Provides Support	2