



## Generic Job Description

<b>Job Family</b>	Community Support & Delivery Level 1
<b>Grade</b>	Grade 3
<b>Aim of job family</b>	<p>The overall aim of jobs in this job family is to deliver customer services directly and/or indirectly to customers of the council. Employees in this job family are 'at the coalface' of delivering the organisation's mission.</p> <p>Ancillary roles are also included at the lower levels and include clerical and administrative support</p>
<b>Job characteristics</b>	<p>Jobs in this job family will have some or all of the following job characteristics:</p> <ul style="list-style-type: none"><li>• Providing people related support services directly or indirectly to customers or groups of customers</li><li>• Providing information, advice and/or guidance to customers in person or on the telephone</li><li>• Helping customers solve problems</li><li>• Enhancing the environmental, economic and/or social wellbeing of people either directly or indirectly including through contract management</li><li>• Providing ancillary support services such as clerical and administrative support</li></ul>

### Key Characteristics

#### Knowledge

Jobs require knowledge of processes and procedures for a range of tasks in relevant work area. Tasks are repetitive in nature.

Jobholder requires basic literacy and numeracy to maintain work records and schedules

#### Mental Skills

The job requires judgemental or creative skills where there is some need to interpret situations or information  
Refers problems to supervisor

### **Interpersonal and Communication Skills**

Jobs require a straightforward level of communication with others. Usually internally but could include customers.

### **Physical Skills**

General keyboard and / or driving skills are required

### **Initiative & Independence**

Little close supervision is required beyond that provided by working arrangements. Refers more difficult problems and issues to more experienced and senior colleagues

### **Demands**

Some mental demands arising from concentration, interruptions and / or work related pressure

Limited physical and / or emotional demands

### **Supervisory responsibility**

No supervision of other employees but may occasionally show new employees 'the ropes'

### **Working Conditions**

Generally normal office environment with no / minimal adverse conditions

<b>Generic Accountabilities</b>
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### **Working with People**

1. Provides straightforward informational and transactional services to people that are to their benefit either directly or indirectly

Or

2. Provides an ancillary service (e.g. clerical, admin, processing)

### **Working with other Employees**

1. The work does not involve supervising other employees. Jobholders will be required to work effectively as part of a team.

## **Working with Financial Resources**

1. The work does not generally involve directly managing financial resources. However, the job may involve the recording or processing of financial records and/or the handling of small amounts of cash

## **Working with Physical Resources**

1. The job regularly processes information and data where there is some responsibility for security and confidentiality.

Or

2. The job involves the cleaning of buildings, external locations or equivalent

## **Other**

1. The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

<b>Key Outputs/Impact</b>
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- Jobholder typically provides informational and/or transactional services – the impact of which is immediate.

<b>Generic Person Specification for Community Support &amp; Delivery</b>
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- NVQ Level 2 or equivalent qualification/experience in relevant subject (GCSE Level)

**and**

some relevant work experience

- Experience of working in a people orientated customer support role
- Appropriate level of IT and keyboard skills
- Appropriate level of data protection, security and confidentiality awareness
- Appropriate level of knowledge of equality and diversity issues
- Ability to provide information to others with tact

<b>Competency Framework</b>
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All Officers at this level are expected to be fully competent in all aspects of the Council's Competency Framework for personal effectiveness:

- Communicating with others
- Team working
- Respecting others
- Managing work
- Striving for excellence
- Responding to change
- Customer focus