

 <b>St Albans</b> City & District Council	<b>Generic Job Description</b>
<b>Job Family</b>	Community Support & Delivery Level 2
<b>Grade</b>	Grade 4
<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 tend to be repetitive in nature.

Jobholder requires literacy and numeracy to maintain work records

## **Mental Skills**

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

Solves straightforward problems

Refers more serious queries to supervisor

## **Interpersonal and Communication Skills**

Communication skills are an important element of the job. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy.

## **Physical Skills**

General keyboard and / or driving skills are required

## **Initiative & Independence**

Job involves working within recognised procedures, which leaves room for the use of initiative. 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

Some physical and / or emotional demands

## **Supervisory responsibility**

Job may provide advising, instructing, coaching or allocating tasks to less experienced colleagues

## **Working Conditions**

Some exposure to adverse working conditions and / or verbal abuse

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

1. Provides first or second line information and assistance to customers within specific work area and within defined guidelines or refer issues to more experienced colleagues to meet service and statutory requirements

Or

2. Contributes indirectly to the environmental, economic and/or social wellbeing of people

### **Working with other Employees**

1. The job does not generally supervise other employees but may take a leading role in coaching, guiding and helping less experienced team members

### **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 considerable amounts of information and data where security and confidentiality are important.

Or

2. The job involves a wider range of cleaning/caretaking functions.

### **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 first and second line support services and the impact of the service to customers is pretty much instant

<b>Generic Person Specification</b>
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- NVQ Level 3 or equivalent qualification/experience in relevant subject (A Level)

**and**

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 exchange information with others with tact and diplomacy

<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