

 <b>St Albans</b> City & District Council	Generic Job Description
Job Family	Community Support & Delivery Level 3
Grade	Grade 5
Aim of job family	<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>
Job characteristics	<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
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## Knowledge

Jobs require practical and procedural knowledge within the relevant area of work.

Some jobs will have a more specialist role that will typically cover a deeper knowledge of a narrower range of circumstances

## **Mental Skills**

Handles more complex issues. Still refers more serious queries to experienced colleagues

The role may involve developing plans and solutions over the short term

## **Interpersonal and Communication Skills**

Communication skills are a key feature of the role. Should be able to ask questions, seek clarification and exchange more varied information using tact and diplomacy. May be used for basic persuasion, negotiation etc.

## **Physical Skills**

General keyboard and / or driving skills are required

## **Initiative & Independence**

Job involves working within recognised procedures, which leave room for the use of initiative. The jobholder can respond to unexpected problems.

May be in sole charge of a small functional unit

## **Demands**

Considerable mental and / or emotional demands arising from concentration, interruptions and / or work related pressure or from working with vulnerable customers.

There may be some physical demands

## **Supervisory responsibility**

Job may be first line supervisor for a small team of other employees (could include project teams)

## **Working Conditions**

Some exposure to adverse working conditions and / or verbal abuse

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

1. Works directly with individuals or groups of customers to enhance the quality of their daily lives in the community. Difficult problems or issues are referred to more experienced colleagues.
2. May carry out a basic assessment of client needs and requirements.

Or

3. Works indirectly for the environmental, economic and/or social wellbeing of people
4. May implement regulations

### Working with other Employees

1. The job may involve being the first line supervisor for a small team of employees or others. (could include project teams)
2. Training other employees/people

### Working with Financial Resources

1. There may be the requirement to manage very small budgets or handle financial resources on an occasional basis

Or

2. Oversee the delivery of services by contract monitoring and management

### Working with Physical Resources

1. The job regularly processes considerable amounts of information and data where there is a direct responsibility for security and confidentiality.
2. There may be the requirement for stock control of a limited range of supplies and the cleaning, inspection and maintenance of equipment.
3. There may be some responsibility for the security of buildings or equipment.

### 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 has a direct and more immediate impact on service delivery
- The advice and guidance is typically applied immediately or soon after it is provided

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

and

significant relevant work experience

- Appropriate experience of working in a people orientated customer support role
- Appropriate level of mandatory internal / external qualification or practising requirement if relevant
- 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
- Ability to persuade others to adopt a particular course of action

<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